THE COMMISSION ON ADMINISTRATIVE JUSTICE

"Office of the Ombudsman"

BI-ANNUAL REPORT FOR THE PERIOD JANUARY - JUNE 2022

CAJ/69/2022

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THE COMMISSION ON ADMINISTRATIVE JUSTICE

"Office of The Ombudsman"

Hata Mnyonge ana Haki

BI-ANNUAL REPORT FOR THE PERIOD JANUARY-JUNE 2022

Submitted to the Senate and National Assembly in accordance with the provisions of Articles59(2) (j) and 254 of the Constitution, and Section 8(c) of the Commission on Administrative Justice Act, 2011.

CAJ/69/2022

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FOREWORD

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

The Commission on Administrative Justice (CAJ) is a Constitutional entity established under Article 59(4) of the Constitution and the Commission on Administrative Justice Act, 2011. The Commission has two broad mandates that extends to both the National and County Governments. It is mandated to promote administrative justice in the public sphere by addressing all forms of maladministration and to oversight the implementation of the right to access to information as provided under Article 35 of the Constitution, amplified by 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 constituent statute: the Fair Administrative Action Act, 2015.

During the period under review, the Commission registered exemplary performance attributable to the high commitment in employing innovative strategies to serve Kenyans. Key notable, was the implementation of the Complaints Management Information System (CMIS) launpched in April 2022.The system has enhanced efficiency in the management of complaints and subsequently improved the quality of reporting and increased resolution.

By dint of Articles 59(2)(j) and 254 of the Constitution, and Section 8 (c) of the Commission on Administrative Justice Act, 2011 that the Commission report to the Senate and the National Assembly on the complaints investigated and the remedial action taken thereon.

This bi-annual report to both the Senate and the National Assembly is not only a fulfilment of legislative imperatives but also an affirmation of our commitment to Kenyans to enhance administrative justice and access to information within the public sector in both National and County Governments.



HON. FLORENCE KAJUJU, MBS
CHAIRPERSON OF THE COMMISSION

EXECUTIVE SUMMARY

The Commission on Administrative Justice (Office of the Ombudsman) draws its mandate from Article 59(4) of the Constitution of Kenya, the Commission on Administrative Justice Act, 2011, the Fair Administrative Action Act, 2015 and the Access to Information Act, 2016. The Commission has been operational since September 2011 and continues to play a key role in the promotion of good governance and provision of redress against maladministration by public entities and public officers 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. Specifically, 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 conducts inquiries into allegations of maladministration, delay, administrative injustice, discourtesy, incompetence, misbehaviour, inefficiency or ineptitude within the public service.

The Commission also has a mandate of overseeing and enforcing the implementation of the Access to Information Act, 2016 that gives effect to Article 35 of the Constitution. Further impetus to the Commission's mandate is granted by the Fair Administrative Action Act of 2015, which gives effect to the right to fair administrative action under Article 47 of the Constitution.

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

Pursuant to implementation of our mandate, the Commission applies diverse approaches to resolve complaints received from members of the public. The Commission initiates inquiries to respondent public institutions and public officers, conducts investigations, requests for specific information and undertakes alternative dispute resolution mechanisms such as negotiations, mediations and conciliation. In complex cases, especially with unresponsive or uncompliant respondents, the Commission may summon the respondents to appear and provide information relevant to the resolution of the complaints lodged.

This report highlights the specific complaints received by the Commission between January – June 2022, 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 interventions for enforcement.

In April 2022, in a bid to increase efficiency in resolution of complaints lodged, the Commission launched a Complaints Management Information System (CMIS). The CMIS is the central repository of all complaints lodged at the Commission, and provides a platform for members of the public to access the Commission remotely and lodge complaints from any part of the world. The CMIS is an innovation that has enhanced efficiency in the Commission because it provides a virtual platform for engagement and a tracking system for the Commission to know the status of all the complaints in real time. The CMIS has also improved the Commission's internal workflow, timely access to information, enhancement of transparency, and ensured accurate reporting and compilation of data on complaints.

The Report has also provided statistical data, which offers information on the list of public entities against which the Commission has received complaints, number of active complaints and the main categories of complaints against public institutions and officers.

It is our hope that Parliament will take note and provide the necessary impetus to facilitate improvement of public administration and service delivery in Kenya.

MERCY K. WAMBUA, OGW
COMMISSION SECRETARY/CEO

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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 including 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 to give effect to Article 35 of the Constitution and implement the Fair Administrative Action Act, 2015 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.

SUMMARY OF COMPLAINTS RECEIVED AND HANDLED BY THE COMMISSION:

During the period, January- June 2022, the Commission received a total of one thousand, and ninety-one (**1,091**) complaints **(See *appendix* 2).** This signifies a decrease in the number of complaints received from the previous reporting period. During the previous reporting period, July – December 2021, the Commission received and reported 1,182 complaints. **Figure 1, 2, 3 and 4** depicts analysis of complaints received and handled by the Commission.

The decrease in number of complaints reported can be attributed firstly to the Covid-19 pandemic which reduced the interactions between the public and public institutions, and secondly to enhanced capacity building in public institutions, whereby institutions were able to resolve a number of complaints internally.

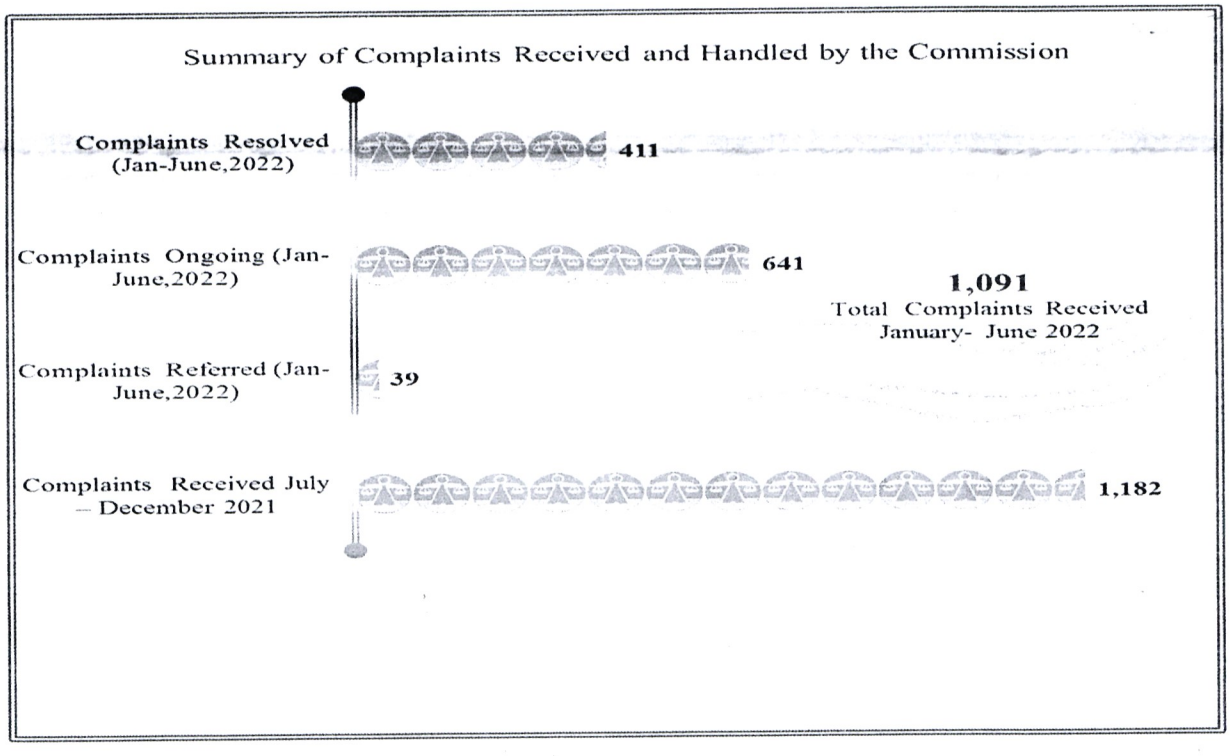


Figure 1: Analysis of Complaints Received and Handled by the Commission during the period

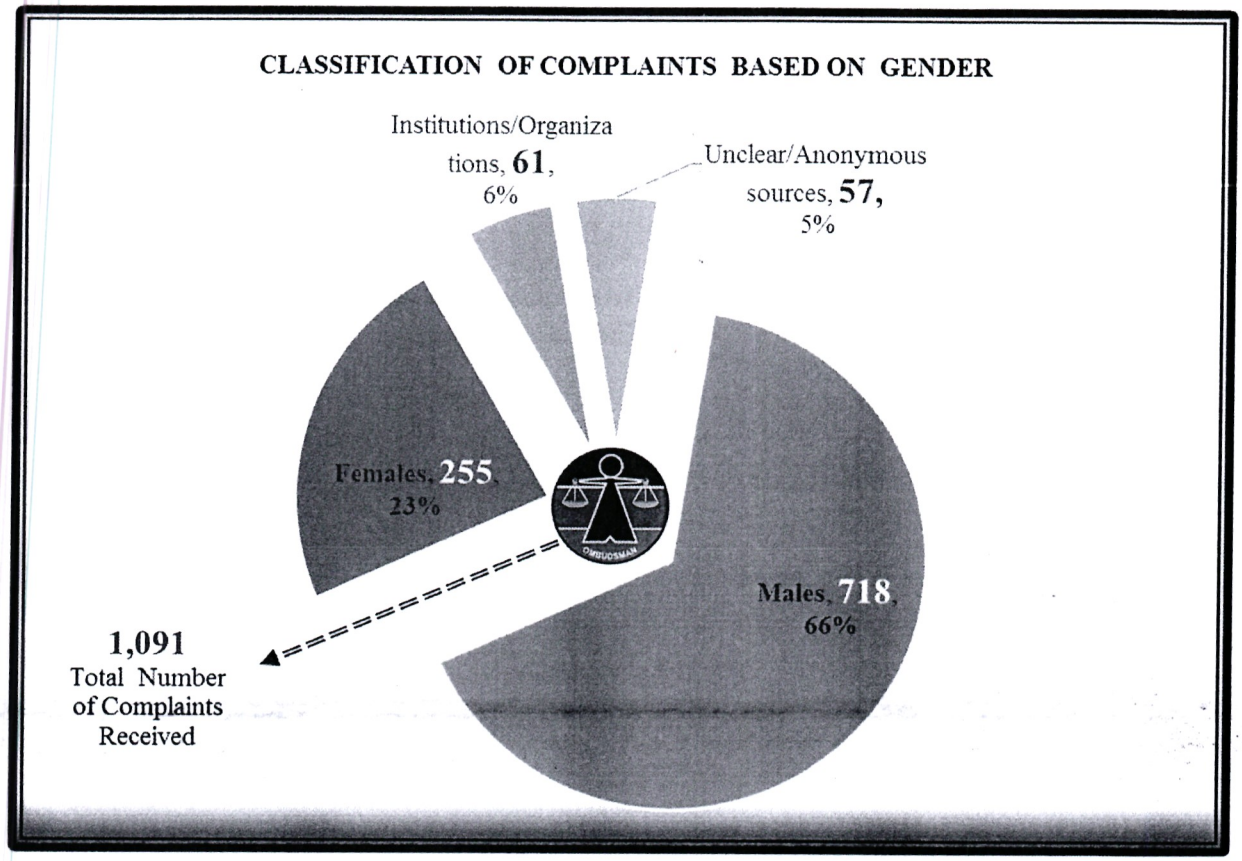


Figure 2: Analysis of Complaints Based on Gender

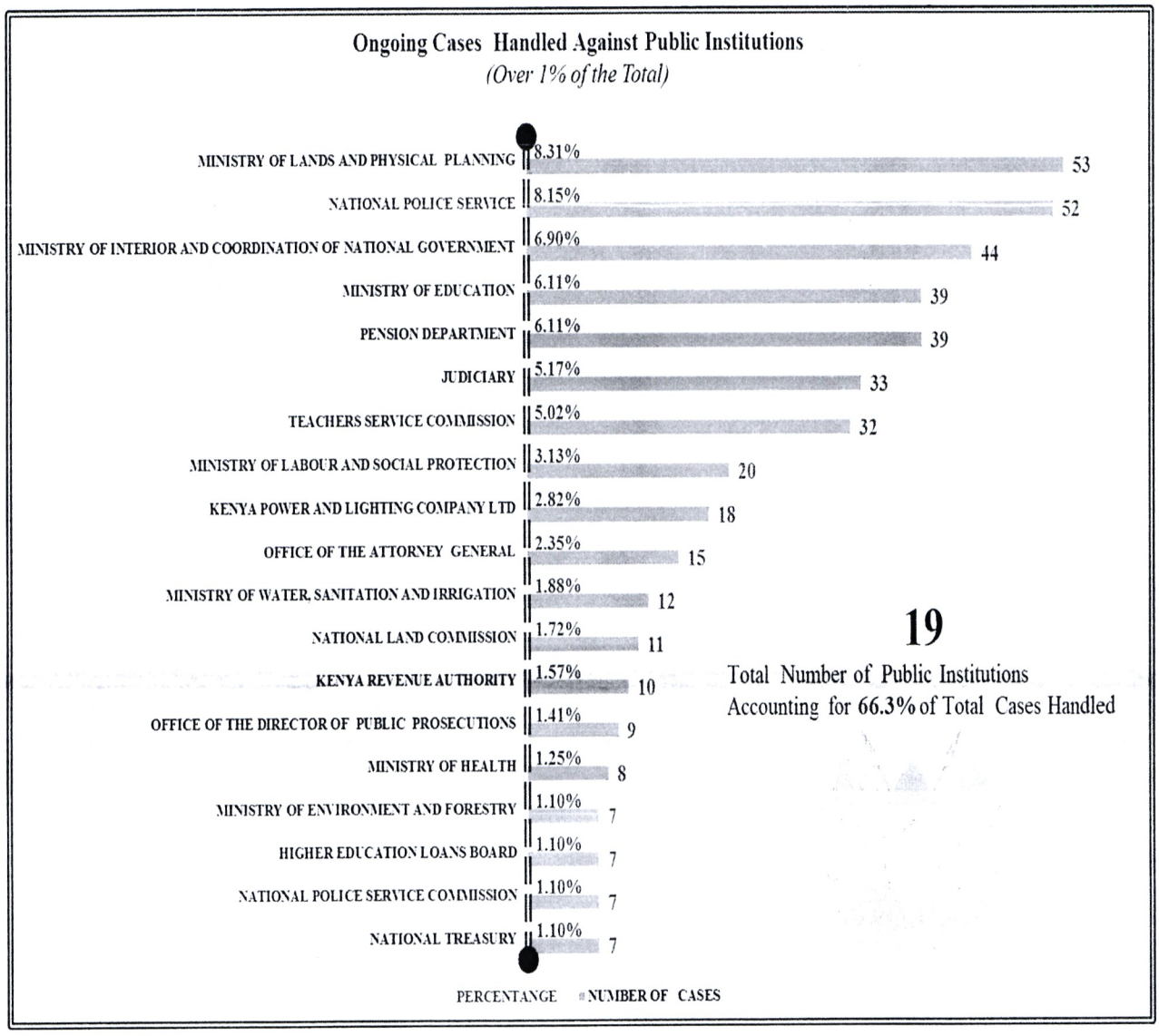


Figure 3: Analysis of Ongoing Cases Handled Against Public Institutions.

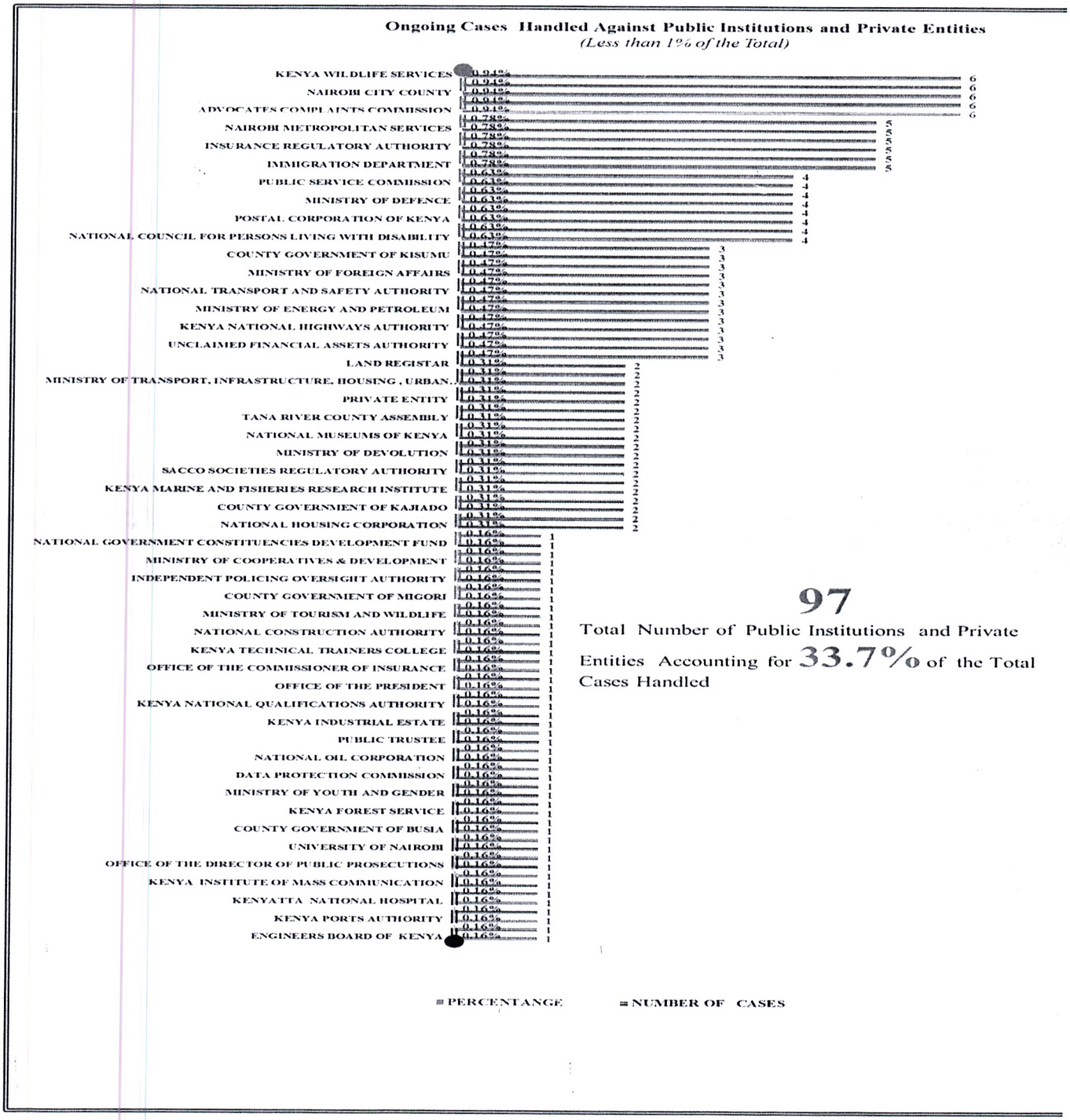


Figure 4: Analysis of Ongoing Cases Handled Against Public Institutions and Private Entities

a. Procedures Undertaken

Upon receipt of a complaint from the public, the Commission undertakes specific steps towards resolution. These steps are as provided in the Commission on Administrative Justice Regulations 2013 and the Commission's Complaints Handling and Investigations Manuals.

It is imperative to outline these steps so that from this report, the various stages the complaints are at and the implication of the Commission recommending citation of unresponsive public officers is clearly discernible. This will go a long way in providing clarity on the actions undertaken before a public officer or institution is cited for unresponsiveness and guide the Parliament in taking appropriate action.

i	Screening	Entails screening or vetting of the complaint and the supporting documents provided by the complainant, to ascertain admissibility of the complaint in line with the Commission's mandate.	
ii	Intake	A Complaint file is opened in the Commission and the complaint is allocated a reference number and a 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 which is best placed to handle it. An example of this is on complaints of police misconduct where the Commission refers the matter to Internal Affairs Unit or Independent Policing Oversight Authority; and on matters corruption, the Commission refers to the Ethics and Anti-Corruption Commission.
		Inquiry	Where the complaint is addressed to the Commission and the complainant has supporting documents pointing towards maladministration, the Commission initiates an inquiry to the institution complained against (the Respondent) raising the issues complained about and gives the Respondent fourteen (14) days to respond to the Commission.
iv	1st Reminder	Where a Respondent has not replied to the Inquiry upon the 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 him/her as such in its Statutory Report. This Notice is personally served on the public officer and usually gives the Respondent seven (7) days to respond.
vi	Summons	Where the Respondent fails to respond to the Notice, the Commission issues summons to the public officer to appear before the Commission to provide the required responses to address the complaint. Failure to attend the summons attracts penal consequences, in addition to being cited as an unresponsive officer unfit to hold public office.
vii	Alternative Dispute Resolution	In some cases, the Respondents respond to the Commission's inquiries and provide their position on the issues raised in the complaint. Some of the responses essentially provide the required feedback and resolve the complaint, hence the matter is resolved and closed. In other matters, the position of the Respondent attracts a rejoinder from a dissatisfied complainant. This may necessitate the Commission inviting both parties for a mediation session to agree on a compromise position to resolve the complaint.
viii	Determinations	In some matters the response from the Respondent on the issues raised in the complaint raise matters amounting to maladministration on their part, and the Respondent is not indicating their intention to remedy the situation. In such cases, the Commission issues a determination outlining the issues in the complaint, and recommendations that the Respondent needs to implement to remedy the concerns of the complainant. This determination is then served on the Respondent for their implementation.

2.1 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.

3. CHALLENGES AND RECOMMENDATIONS

During the reporting period, the Commission encountered several challenges as enumerated below;

i. **Challenges in effective enforcement of recommendations by the Commission:**

The Commissions ability to effectively enforce its recommendations on cases of maladministration have been greatly affected as a result of the effects of Court decision made in ***Supreme Court Petition 42 of 2019 Kenya Vision 2030 Board VS CAJ & Eng. Judah Abekah*** deliveredon 24th March 2021. The court ruled that recommendations by the Commission are not binding on public institutions a position that has greatly undermined enforcement of recommendations by the Commission. To remedy the situation, the Commission has sought intervention by Parliament, with a view to amend the Commission on Administrative Justice Act, 2011 to make its recommendations binding.

ii. **Turnaround time in complaints resolution-:** Time taken to resolve complaints was hampered by various factors, among them the following:

a) **Unresponsive Public Offices and officers**: A number of public officers and institutions were unresponsive to our enquiries. Delay in complaints resolution has been aggravated by poor records management and the manual systems in the public service. To address this challenge, innovative approaches in complaints resolution were adopted by the Commission, such as a corporate

complaints resolution mechanism, which was spearheaded by the office of the Chairperson and engagement with public institutions' Complaints Committees. The Commission recommends Parliament to take appropriate action against unresponsive institutions to enhance public service delivery in line with Section 42(4) of the Commission on Administrative Justice Act.

b) **Financial Constraints**: Budgetary constraints hampered programme work, strengthening of the human resource capacity and decentralisation of Ombudsman services to the Counties. It is worthwhile to note that during July 2021-June 2022 financial year, the Commission requested for Kshs 1.2 billion but only Kshs 634,821,000 was allocated. This signifies a deficit of 54 per cent of the required resources outlay. The inadequate funding affected the outreach activities aimed to create public awareness on its mandate and capacity building of public institutions to strengthen their grievance redress mechanisms. The Commission is appealing to Parliament for enhancement of its budgetary allocation, in line with Article 249(3) of the Constitution.

c) **Alternative Dispute Resolution (ADR):** Pursuant to Section 8(f) of the Commission on Administrative Justice Act, the Commission is mandated to work with different public institutions to promote alternative dispute resolution methods in resolution of complaints relating to public administration. During the reporting period, the Commissions efforts to use ADR methods in resolution of public complaints were hampered by low awareness on the advantages of use of ADR by the members of public and the public institutions. Consequently, most of the parties' preferred to settle disputes through the judicial intervention, instead of the readily available ADR mechanism. The Commission recommends fast-tracking enactment of the relevant legislation to promote ADR and the need to scale-up public education and awareness on ADR.

iii. **Covid-19 Pandemic:**

The effects of Covid -19 pandemic coupled with the measures put in place by the Government to combat the pandemic, continued to affect the operations of the Commission leading to decrease in the number of complainants physically visiting the Commissions Offices to file complaints. In addition, working hours were also disrupted and full

capacity attendance to offices by officers in a bid to maintain the social distancing protocols was a challenge. To mitigate the above challenge, the Commission tried it's best to offer services to the public while maintaining the Ministry of Health Covid 19 protocols.

APPENDIX 1: UNRESPONSIVE PUBLIC ENTITIES

No.	Public Institution/Officer	Particulars of unresponsiveness	Action required
1.	**National Land Commission**	Delay by the National Lands Commission to respond to inquiries and in settling claims of compulsorily acquired land parcels. The Commission has over 40 unresolved complaints pending at the NLC from Kenyans whose parcels of land were compulsorily acquired and they have persistently raised complaints/queries seeking compensation that have not been responded to.	**i.** Timely payments of claims to Kenyans for land compulsorily acquired **ii.** Responses to the Commission's inquiries to provide feedback to complainants on their complaints
2.	**Department of Pensions**	The Commission has received numerous claims of pension benefits which have remained unpaid for years. The Pensions Department has severally indicated that it is pursuing a system upgrade. The system upgrade has been pending for several years resulting in a long wait for these payments. The Department has been citing need for system re-engineering to facilitate payment of these claims. There are also rising concerns of cartels infiltrating the system and contacting pensioners and offering to help them process their pension and other benefits 'for a fee'.	i. Completion of the system upgrade immediately to facilitate processing of the claims, or an alternative that will resolve the stalemate. **ii.** Immediate re-engineering of the pension system to cater for all pension claims, so that all pending claims are paid. **iii.** Prioritization of adequate budgetary provision for payment of pension benefits. **iv.** Public inquiry/Investigation into the allegations of corruption in the Pensions Department

No.	Public Institution/Officer	Particulars of unresponsiveness	Action required
3.	**Mr. Francis Ole Sakuda** County Secretary, Kajiado County Government	The Commision found Mr. Francis Ole Sakuda, the County Secretary of Kajiado unresponsive and unfit to hold public office. This was following a complaint by one Mr. Joseph Wayua who purchased a parcel of land in the County but it could not be identified on the ground. Mr. Sakuda was unresponsive and also ignored the Commission's Notice to show cause why he should not be declared as an unresponsive public officer who is unfit to hold public office, and he also failed to honour Summons issued by the Commission.	Apprpriate action be taken against Mr. Francis Ole Sakuda who has been declared under Section 20 of the CAJ Regulations, 2013 as ineligible to hold a state or public office.

APPENDIX 2: COMPLAINTS RECEIVED

CLOSED COMPLAINTS

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
CLOSED FILES						
MINISTRY OF LANDS & PHYSICAL PLANNING						
1.	Fredrick Murithi Macharia CAJ/NHRR/M.LAN/022/10/22-EM	Male	Ministry of Lands and Physical Planning	Delay	Complainant alleged that the Nyandarua District Surveyor conducted a survey dispute and failed to supply him with the report despite persistent requests. The report was supplied following the Commission's intervention.	File closed.
2.	Margaret Muthoni Mwangi HUD/ELD/M.LAN/022/49/22-NK	Female	Ministry of Lands and Physical Planning	Delay	A complaint on allegations that the Nanyuki Lands Registrar, Laikipia County failed to address her complaint on failure to include her name in the details of ownership to land parcel number Nanyuki / Ngobit/Supuko Block 4/73 which was jointly owned with one Susan Nyawira. The error was duly rectified following the Commission's intervention and file closed	File closed
3.	John Sakaja Ntukusoi CAJ/M.LAN/022/2296/22-SNK	Male	Ministry of Lands and Physical Planning	Unlawful official conduct	A complaint alleging irregular consideration of an objection case lodged with the then District Commissioner in respect of land parcel no 212, Nkararo adjudication section, Transmara west, which was under adjudication.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Complainant was advised to make a follow-up with the Cabinet Secretary, Ministry of Lands who had jurisdiction over the appeal.	
4.	Alice Kaburo CAJ/ISL/M.LAN/022/074/22-MBA	Female	Ministry of Lands and Physical Planning	Outside mandate	Complainant alleged that she lived at Kiwanja Ndege where their land was acquired for airport expansion but compensation was paid to different people and they could not find information about them. A case had been filed in court about the subject matter, thus the Commission could not inquire since there was a pending court matter.	File closed.
5.	Kinyua Muyaa & Co. Advocates CAJ/M.LAN/022/2251/22-FN	Organization	Ministry of Lands and Physical Planning	Outside Mandate	Complainant alleged a plot to delay or defraud residents of Maji ya Chumvi sub-location of their titles to land after a court ordered the same be issued to them in Mombasa ELC Petition No. 46 of 2018. The Complainants were advised that it was outside the Commission's mandate.	File Closed
6.	Mary Mugeci CAJ/MLAN/022/2245/22-FN	Female	Ministry of Lands and Physical Planning	Delay	A complaint that the Nyeri Lands Registry had delayed in issuing the Complainant with a search certificate. The Complainant alleged that she was unaware of the timelines	File Closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					and was advised to her satisfaction.	
7.	John Njeru Gatitu CAJ/M.LAN/022/2266/22-SNK	Male	Ministry of Lands and Physical Planning	Unresponsive official conduct	A complaint alleging failure to register the Complainant and other members of a community group for land on which they carried on their small-scale trading at Kiritiri Market. Complanants were advised and file closed.	File Closed.
8.	Peterson Muriithi Nthiga HUD/EMBU/M.LAN/022/255/22-V.O.K	Male	Ministry of Lands and Physical Planning	Outside mandate (Civil dispute)	Complainant alleged that the Respondent was unable to produce documents relating to land parcel number GATURI/NEMBURE/2683 even after the Court Ordered it to do so vide *Embu ELC Misc. Application number 42 of 2015* (JR). Complainant guided accordingly.	File Closed
9.	Mahida & Maina Company Advocates CAJ/M.LAN/022/2274/22-V.O.K	Organization	Ministry of Lands & Physical Planning	Delay	Complainant alleged delay in registration of lease and charge on L.R number 3734/429 Nairobi, since 26.01.2022. Complainant was advised to keep the Commission updated since it had written to the Respondent but did not. Complaint lapsed and file was closed.	File closed.
10.	Gichuki Karuga Advocates CAJ/M.LAN/022/2260/22-V.O.K	Organization	Ministry of Lands & Physical Planning	Inefficiency	Complainant alleged that citizens experienced delays at Muranga land registry and that timelines contained in the service charter were not	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					followed. Advised to update the Commission on the progress of its complaint. Murang'a Lands Office was guided by the Commission to adhere to the service charter.	
11.	Mary Jepkoech Kiptoo CAJ/M/LAN/022/2249/22-SK	Female	Ministry of Lands & Physical Planning	Unresponsive Official Conduct	Complainant alleged refusal by the Department of Lands in Eldoret to issue her with a title deed for her land as ordered by court. Matter was pending in court vide *Eldoret ELC Case No.62 of 2015 hence inadmissible.*	File Closed.
12.	Mwaniki Gakuya CAJ/M.LAN/022/2298/22-EF	Male	Ministry of Lands & Physical Planning	Inefficiency	Complainant alleged that the Ministry had failed to appropriately respond to his complaint about the process through which his late mother registered in her name a transmission of his late father's title to land parcel Mutira/Kaguyu/124. Complainant was requested to provide supporting documents and upon review it was noted that the transmission was done in accordance with an order of the court.	File Closed
13.	Godfrey Mwirigi Mbutura HUD/GPO/M.LAN/022/264/22-EF	Male	Ministry of Lands & Physical Planning	Outside mandate	Complainant alleged that the Respondent failed to intervene in a land ownership dispute relating to Nairobi/Block 105/7880 which he purchased from the	File Closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Embakasi Ranching Company Limited. The Commission observed that the matter required a determination of ownership as between the Complainant, the company and a third party by a court and the Complainant was advised accordingly.	
14.	Taibjee and Bhalla Advocates for Victoria Commercial Bank Limited CAJ/M.LAN/22/2253/22-V.O.K	Organization	Ministry of Lands and Physical Planning	Delay	Complainant alleged delay in registration of a charge by the Respondent in respect of I.R. No. 90723, L.R. No. 11407/232, Juja. Since the Complainant's letter dated 1st February 2022 was addressed to the Respondent, the Complainant was advised to keep the Commission updated on the progress of the complaint but it failed to do so.	File closed
15.	Ann Ruvina Ekiru CAJ/NHRR/POL/015/5/22-EM	Female	Ministry of Lands and Physical Planning	Delay	Complainant alleged that her land parcel no LR. LAIKIPIA/UASO NAROK/252, which she was allotted on 3/7/2000 in UASO/NAROK settlement plan was fraudulently registered in the name of Sebastian Luoyei. The Complainant alleged that they tried to register a caution over the land which was unsuccessful. The Commission intervened and contacted the lands registrar who	File Closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					confirmed that the caution indeed had been registered. He also advised the Complainants to proceed to court to cancel the title deed as he did not have such powers.	
16.	Vincent Anthony Sihoho CAJ/KSM/M.LAN/022/438/22-AO	Male	Ministry of Lands and Physical Planning	Discourtesy	Complainant alleged that on 6th January 2022, he was denied registration of a caution on two parcels of land by the Land Registrar at Ukwala, on grounds that such caution would not be effected on a deceased's property. Complainant was advised to undertake succession in the estate of the deceased	File closed.
17.	Dominic Gitau Mbugua CAJ/NHRR/M.LAN/022/5/22-EM	Male	Ministry of Lands and Physical Planning	Outside Mandate	Complainant alleged that they are in court with some parties who stole his land. He had written to the land registrar to provide some information regarding ownership of the land but the land registrar had delayed in providing the information to him. He was advised that the Commission lacked jurisdiction since the issue was already in Court.	File Closed
18.	Reuben Eyebae Murare CAJ/NHRR/M.LAN/022/9/22-EM	Male	Ministry of Lands and Physical Planning	Delay	The Complainant alleged that the land registrar declined to issue him with a certificate of official search. Upon inquiry, a	File Closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					certificate of official search was issued to him.	
19.	Katilo Kitale CAJ/NHRR/M.LAN/022/8/22-EM	Male	Ministry of Lands and Physical Planning	Outside Mandate	Complainant conducted an official search in respect of a piece of land and noticed that the land had been fraudulently acquired by a person who charged the land to Family bank. The Complainant wanted assistance to cancel the title. He was advised to report the matter to the DCI for investigations.	File Closed
20.	Sam Ogola & Co. Advocates CAJ/M.IGC/062/1395/22-SNK	Organization	Ministry of Lands and Physical Planning	Delay	A complaint alleging delay in registration of land parcel number 330/85 by the Registrar of Titles, Nairobi. The complainant was advised to follow up their complaint on registration of title with the chief land registrar who was the addressee to the complaint letter. This was vide a letter dated 8th June, 2022. Complaint was closed.	File Closed.
21.	Edith Kairuthi CAJ/ISI/M.LAN/022/071/22-MBA	Female	Ministry of Lands and Physical Planning	Land Dispute	Complainant alleged That she is the daughter of the late Mr. Julius M'tokera who was the bona fide owner of land parcel number Ngaremara/Gambella section p/no 32. That a school had forcefully taken over the said parcel of land for its use. Complainant	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					was advised to pursue redress through litigation.	
22.	ELIZABETH NKATHA CAJ/ISI/M.LAN/022/076/22-MBA	Female	Ministry of Lands and Physical Planning	Land Dispute	Matter raised same complaint as in file reference number CAJ/ISI/M.LAN/022/071/22. Complaint merged with the earlier one which was sufficiently addressed.	File closed,
23.	Fatuma Chepkorir Mutai CAJ/M.LAN/022/2284-SNK	Female	Ministry of Lands and Physical Planning	Delay	Complainant alleged that a parcel of land which had been allotted to her husband had not been transferred to her despite numerous follow-ups. She was duly advised on the legal process of acquiring ownership and advised to approach the National Land Commission for assistance.	File Closed.
24.	Ben Kahindi CAJ/M.LAN/022/2252/22-JMM	Male	Ministry of Lands and Physical Planning	Outside mandate	Complainant alleged that some unknown people trespassed on his parcel of land.The complainant was advised that the complaint was outside mandate since it was a dispute with a private entity.	File closed.
25.	Douglas Ndengwa Wachira CAJ/M.LAN/022/2305/22-SNK	Male	Ministry of Lands and Physical Planning	Outside mandate (Land Dispute)	A complaint that a person claimed ownership of land parcel number Loikitok/Olkaria/36 whereof the matter was pending in court in Kajido HCC No. 639 of 2017. Inadmissible as the matter was pending in court.	File Closed.
26.	Eliud Nyaga	Male	Ministry of Lands and Physical Planning	Unfair Treatment	Complainant alleged that he registered a caution on LR No	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	HUD/EMBU/PO/047/46/22-EMN				Ngandori/Kirigi/10799 at the Embu Lands registry and that he was later called to remove it. He later attended a hearing at the said registry and a ruling was issued against him. The caution was later lifted. The Complainant was advised to supply his claim supporting documents; but failed to do so, and the complaint lapsed.	
27.	Danstan N. Chirigu CAJ/M.LAN/022/2286/22-EMN	Male	Ministry of Lands and Physical Planning	Access to Information	Complainant sought information on the outcome of *Appeal Case no 148 of 1990*. He had lodged a similar complaint at the ATI department referenced CAJ/ATI/M.IGC/062/26/21. Consequently, this file was closed.	File closed
28.	Paul Wandoti CAJ/M.LAN/022/2285/2022-SAK	Male	Ministry of Lands and Physical Planning	Unfair official conduct	A complaint regarding issuance of ownership documents for Limuru/Rironi/461-Kaimabu County. The Complainant alleges that the community applied for allocation of the said land that they have been using for community purpose. The Ministry of Water had written to the Ministry of Lands that part of the land be set aside as riparian land, which the Complainant opposed. Matter closed because it is also pending before NLC	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
29.	Paul M. Njenga CAJ/M.LAN/022/2270/22-EMN	Male	The Ministry of Lands and Physical Planning	Delay	Complainant alleged that he had applied to be allocated a Parcel in Limuru to put up an office, he identified a plot but that he was informed that the same had been set aside for expansion of Limuru dispensary. He sought to be allocated the same all together. The Complainant was advised that the explanation accorded to him was sufficient.	File closed
30.	Joseph Njogu Gakaria CAJ/M.LAN/022/2301/22-EMN	Male	Ministry of Lands and Physical Planning	Outside mandate	Complainant alleged that he was a member of Embakasi Ranching Company Limited and that he had been allotted plot No. E24(C1229) under certificate number 2614. He further alleged that the said property was registered in the names of Mr. Geoffrey Kamau and a title deed in respect of the said property was issued to him. The Commission also noted that the matter was subject to dispute resolution by the Deputy County Commissioner Njiru sub-county. He was advised that his complaint was outside the Commission's mandate.	File closed

LAND REGISTRAR

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Mary Wanjiru Muku CAJ/M.LAN/022/2240/22-EF	Female	Land Registrar-Kiambu	Delay	Complainant alleged that she lodged an application for registration of a Discharge of Charge at the Kiambu Land Registry in November and 2 months later it was not yet registered. An inquiry was initiated and the Complainant was called to collect the registered documents.	File Closed
2.	C.K Musyoki & Co Advocates for Ibrahim Njuguna Maina CAJ/M.LAN/022/2300/22-EF	Organization	Chief Land Registrar	Unresponsive official conduct	Complainant alleged that the Chief Land Registrar failed to act on a request for information made by the Director of Surveys in the year 2017, thereby delaying the resolution of a land ownership dispute relating to LR No 1870/1/112. Complainant was requested to provide supporting documents and upon review it was noted that the Commission had already dealt with the matter in another file and resolved it.	File Closed;
NATIONAL LAND COMMISSION						
1.	Cyrus M. Chege CAJ/NLC/022/2269/22-EMN	Male	National Land Commission	Unfair official conduct	Complainant alleged that his land was compulsorily acquired for road expansion and that he was awarded compensation by the Respondent. On submission of contract documents for his signature, he found that the figure had been increased	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					and another party introduced as a co-owner of the land. He sought the Commission's assistance to have the correct figure assessed and be paid. He was advised to report the alleged corruption to the Ethics and Anti-Corruption Commission.	
2.	Residents Land Protection Organisation of Kenya CAJ/NLC/022/2283/2022- SAK	Group	National Land Commission	Unresponsive Official Conduct	A complaint regarding land allocation in Kidutani/Chengoni. The complaint alleged that the residents of 45 plots within the land section were being harassed and deposed of fraudulently. The Complainant wished to have the doctrine of adverse possession applied and the land allocated to the historical owners. Matter duly before NLC for consideration and determination	File closed.
3.	M.M. Gitonga & Advocates CAJ/NLC/022/2289/22-EMN	Group	National Land Commission	Delay	Complainant alleged that his client, Elizabeth Chebet Orchadson, was awarded damages amounting to Kshs. 46,000,000 together with interest and costs in *Elizabeth Chebet Orchardson v China Sichuan Corporation For International Techno-Economic Corporation & Another [2013]* eKLR but the	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Respondent refused to pay the same. He was advised that the matter was outside the Commission's mandate and that they should pursue the available legal remedies.	
			MINISTRY OF EDUCATION			
1.	Rebeca Wayua Muiua CAJ/M.EDU/013/2275/22-V.O.K	Female	Ministry of Education	Outside mandate (Employment dispute)	Complainant alleged that she was unfairly suspended from employment by The Salvation Army Joytown Special Primary School. She was advised to proceed with an ongoing ADR which was spearheaded by the Department of Labour.	File closed.
2.	Boit Philemon Kipruto CAJ/M.EDU/ELD//13/91/22-NK	Male	Ministry of Education	Administrative Injustice	A complaint on allegations of dissatisfaction with the decision of the University of Eldoret Student's Appeal Disciplinary Committee to expel the Complainant from the University and cancelling all his examinations results following a disciplinary case against him. He was advised that he should lodge an appeal with the University's Senate or challenge the decision at the High Court.	File closed
3.	Concerned Parents of Mfariji Girls Secondary School CAJ/M.EDU/013/2269/22-SK	Group	Ministry of Education	Unlawful Official Conduct	Complainants alleged that the School Principal of Mfariji Secondary School in Meru County sent home Form Four students who were candidates awaiting to sit for	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					KCSE Examinations scheduled for March 2022 due to unpaid school fees arrears, contrary to Ministry of Education rules. The Commission intervened and the candidates were allowed to sit for the KCSE examination and clear fees afterwards	
4.	Michael Mungah for Karuku Gitia CAJ/MOE/013/2316/22-V.O.K	Male	Ministry of Education	Delay	Complainant alleged delay in investigations into an alleged assault case lodged by him at Londiani Police Station vide OB No. 21/28/07/18. File Closed. And merged with file reference number 027/265	File Closed.
5.	Kenya Human Rights Commission and Others CAJ/M.EDU/013/2281/22-V.O.K	Group	Ministry of Education	Unlawful Official Conduct	Complainants alleged that the persistent campaigns for awareness of girl child issues have been successful but at the expense of the boychild. On 28th April, 2022, a letter was sent to the complainant advising them that they have lodged the complaint with the relevant offices and to keep the Commission updated. No update was received and the complaint was closed	File closed.
6.	Noah Biwott Suter & 6 others CAJ/PE/040/2621/22-EF	Group	Kabianga University	Outside mandate	Complainants alleged that they were aggrieved by failure of Kabianga University to effect deductions to one of its employee's salary in order to pay off money which they paid a Sacco as loan	File Closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					guarantors of the employee. Complainants advised that deductions to an employee's salary can only be made pursuant to the employee's own instructions, a court order or statutory provisions. Accordingly, there was no valid issue to inquire against the university.	
MINISTRY OF INTERIOR & COORDINATION OF NATIONAL GOVERNMENT						
1.	Ontita Angwenyi Bosire CAJ/M.IGC/062/1378/22-V.O.K	Male	Ministry of Interior & Coordination of National Government	Unresponsive official conduct	Complainant alleged that on 22.02.2017, the Court passed judgment in his favour in *Kisii CMCC No. 487/14* but the same had not been implemented by the Respondent. File closed and merged with 001/2466	File closed.
2.	Joseph Gakonyo CAJ/M.IGC/062/1358/22-V.O.K	Male	Ministry of Interior and Coordination of National Government	Outside mandate (Civil dispute)	Complainant alleged that unknown people had grabbed his land parcel number KABARE/NYANGATI/4262 and refused to vacate despite 2 existing Court Orders in *Kerugoya HCCC numbers 1283 & 1459 of 2007*. The complainant was advised via a letter dated 31st January, 2022 that their complaint was of civil nature and related to 2 court cases hence fell outside the jurisdiction of the Commission. The complaint was closed.	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
3.	Muriuki Muthee CAJ/M.IGC/02/1368/22-JMM	Male	Ministry of Interior and Coordination of National Government	Outside mandate	Complainant alleged that known people maliciously damaged his property.	File closed
4.	Gregory Watima CAJ/M.IGC/062/1355/22-JMM	Male	Ministry of Interior and Coordination of National Government	Outside Mandate	Complainant alleges that his wife had been maliciously destroying the property they bought together. Outside mandate.	File Closed
5.	Hannah Wambui Kimani CAJ/MIGC/062/1385/22-SNK	Female	Ministry of Interior and Coordination of National Government	Unfair official conduct	Complainant alleged that the Chief Dagoretti was colluding with one of her sons to inhibit subdivision of her land as she wanted. The complaint was referred to Deputy County Commissioner, Dagoretti South Sub-County for resolution.	File Closed.
6.	Duncan Muriuki Kibara CAJ/NHRR/M.IG.C/62/1/22-EM	Male	Ministry of Interior and Coordination of National Government	Outside Mandate	The Complainant alleged that they have been going to the Chief to assist them evict a person living in their plot after their dad's death in 2019. The tenant had refused to pay rent for the past two years. They wanted assistance to compel the tenant to pay rent. Legal advice offered.	File closed
7.	Ascah Tallam CAJ/ELD/M.IGC/O62/116/22-NK	Female	Ministry of Interior and Coordination of National Government.	Administrative Injustice	A complaint on allegations that the recruitment process for the appointment of the position of Assistant Chief Kiolonget Sub location, Uasin Gishu County was unfairly undertaken leading to the Complainant losing the position because of her	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					gender. Complainant advised as the Commission was satisfied with the recruitment process upon analysis of the recruitment documents	
8.	Lucy Njeri Kinja CAJ/M.IGC/062/1383/2022-SAK	Female	Ministry of Interior and Coordination of National Government,	Abuse of Power	A complaint against the Chief for Githurai Location. Complainant alleged that the Chief had been interfering in a tenancy dispute in favour of the tenant without any due regard to the Complainant's rights as a proprietor. She was advised to escalate the matter to the Business Premises Rent Tribunal.	File closed.
9.	Monicah Wambui Njunge CAJ/M.IGC/062/1372/2022-SAK	Female	Ministry of Interior and Coordination of National Government,	Manifest Injustice	A complaint against the Assistant County Commissioner and Area Chief for Amukura Busia County. Following a succession dispute, the Assistant County Commissioner advised the Area Chief to include the Complainant and her children in the letter of introduction. However, the same was not done and the Assistant Chief did not offer any recourse. Matter was already in Court and as such the letter of introduction was overtaken by events	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
10.	Peter Muru CAJ/M.IGC/062/1352/22-SNK	Male	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	Complainant alleged that the Chief, Inoii Location, failed to issue an introduction letter to allow initiation of a succession case. An inquiry was initiated and matter resolved.	File closed.
11.	Rewell Gichehia Gitau CAJ/M.IGC/062/1390/22-SNK	Male	Ministry of Interior and Coordination of National Government	Abuse of power	A complaint alleging interference by the Assistant Chief, Kamirithu Sub-location, with the estate of the late Elizabeth Njoki Gitu. Complainant was advised to commence succession proceedings in court.	File closed.
12.	Sammy Ovuruku Omolo CAJ/M.Int/062/1387/22-SNK	Male	Ministry of Interior and Coordination of National Government	Abuse of power	A complaint alleging that the Chief Kitsuru location was interfering with renovations taking place in a community child centre at Kabete. Complainant related to Chief Kitsuru mediating an issue on government land. The complainant during screening was advised that they can appeal a dissatisfactory decision by the Chief to the ACC as the Chief was acting within their mandate.	File closed.
13.	Samuel Njeru Gatumu CAJ/M.IGC/062/1384/2022-SNK	Male	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	A complaint alleging that Runyejes Location Chief failed to preside over a family meeting to determine the lawful beneficiaries to the estate of the Complainant's deceased father. He was	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					called to provide supporting documents, but failed to do so. The complaint was closed	
14.	Humphrey Masha Nyanje CAJ/MSA/M.ICG/062/310/2022-KC	Male	Ministry of Interior & Coordination of National Government	Unfair official conduct	Complainant alleged bias & unfair labour practices at the Probation Department, Likoni, by transferring him from Likoni office to Shanzu station & upon reporting and working for less than a week, he got another transfer letter to move to Kisauni station. He claimed that his colleague at Shanzu refused to move hence occasioning his 2nd transfer within a month. Complainant advised to pursue matter through internal channels within the Ministry.	File closed
15.	Gitau Njeri Catherine HUD/KWL/M.ICG/062/5/2022-EM	Female	Ministry of Interior & Coordination of National Government	Delay	Complainant sought advice concerning a land issue where she bought a parcel of land Number 30 at Miongoni, Vanga location in 2009 from Mutuku Katinga. However, she indicated that in March 2022 she was summoned by the Assistant Chief on the basis that the land belonged to Charo Ngwadu. She reported to the Deputy County Commissioner, Lunga Lunga but stated, no action had been taken against the Assistant Chief. Given the nature of the matter,	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					complainant advised to register a caution at Lands Office & pursue it further through court process	
16.	Nyota Mwero Mtula CAJ/MSA/M.ICG/062/4/2022-KC	Male	Ministry of Interior & Coordination of National Government	Access to Information	Complainant alleged denial/refusal by the DCC Kinango Sub County to supply him with copies of proceedings and judgment rendered in Land Adjudication Appeal Case No. 5 of 2022 as he was desirous of filing a further appeal against the decision reached. Inquiries initiated led to the supply of the documents sought.	File closed
17.	Kesi Karema Mulewa CAJ/MSA/M.ICG/062/309/2022-KC	Male	Ministry of Interior & Coordination of National Government	Delay	Complainant alleged that the Chief of Gede location in Kilifi County had delayed in giving him an introduction letter for purposes of instituting a succession cause on the estate of a deceased relative. Advised to raise concern with the Assistant County Commissioner for internal redress	File closed
18.	Anonymous CAJ/ELD/M.IGC /62/122/22/-FL	Male	Ministry of Interior & Coordination of National Government	Administrative Injustice	A complaint on allegations that the recruitment process that was undertaken for the position of Assistant Chief Kilibwoni Sub Location, Nandi County was not fair as the successful candidate was not	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					a resident of the sub-Location at the time of the application, a requirement for the recruitment. Complainant advised that the Commission was satisfied with how the recruitment process was undertaken. The complaint was therefore frivolous and vexatious.	
19.	Philemon Omwenga Aroni HUD/ELD/CG/NYANDARUA/101/1/22-NK	Male	Ministry of interior & coordination of National Government	Abuse of power	A complaint on allegations that Mr. Amos Mariba while serving as the Nyamira County Commissioner used his power to influence the mode of distribution of the estate of Zephaniah Aroni. It emerged that the matter had been determined in *Kisii Succession Cause Number 94 of 2010* thus inadmissible.	File closed.
20.	Peter Nyamatanga CAJ/KSM/MOICNG/062/152/22-FL	Male	Ministry of Interior & Coordination of National Government	Abuse of Power	Complainant alleged that the Chief of Nyabasi Location, Kisii County, assaulted him occasioning injuries to his body. Complainant was advised to report the matter to the Police for investigations as it was a criminal matter.	File closed.
21.	Kennedy Ochieng CAJ/KSM/MOCNG/062/148/22-FL	Male	Ministry of Interior & Coordination of National Government	Abuse of Power	Complainant alleged that the Deputy County Commissioner, Nyakach Sub county, Kisumu county, unlawfully used his power to determine a child custody case that was reported at	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Pap Onditi Children's Department wherein he was granted temporary custody while awaiting the determination of the dispute. Complainant advised to seek the court's intervention to determine the custody issue.	
22.	Thomas Chaka Kambi CAJ/MSA/M.ICG/062/313/2022-KC	Male	Ministry of Interior & Coordination of National Government	Delay	Complainant alleged delay by the County Commissioner's Office-Mombasa to address a case reported on 14/3/2022 against the Hard Sector Welfare group regarding misappropriation of members' contributions to the welfare. Advised on legal channels of seeking redress since matter is purely private in nature.	File closed
23.	Peter Kanyago CAJ/M.IGC/062/1356/22-V.O.K	Male	Ministry of Interior & Coordination of National Government	Outside mandate (Civil dispute)	Complainant alleged that the Chief, Kirinyaga, declined to issue him with an introduction letter in respect of his late uncle's estate. He was advised that the Chief was not obliged to do so since there are other beneficiaries who rank higher than him in the order of consanguinity.	File closed.
24.	Jeremiah Biwott CAJ/ELD/M.IGC/062/115/22-NK	Male	Ministry of interior and co-ordination of National Government	Abuse of power	Complainant alleged that Mr. Aron Kisang-Chief Talai Location, Elgeyo Marakwet County has unlawfully used his power to collude with his	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					brother to sell their family land. Investigations conducted by the Elgeyo Marakwet County Commissioner's Office pursuant to the Commission's referral did not find the Chief culpable. Complainant advised and complaint resolved.	
			CHIEF			
25.	Ekusi Lore & Company Advocates for Ruth Imoit CAJ/P.O/047/524/22-EF	Organization	Chief – Kanamkemer Location	Unfair official conduct	Complainant alleged that the Chief had declined to include her, her children and her mother in law in the list of dependants for purposes of instituting succession proceedings in court, and instead listed only the deceased's former wife and her children despite being divorced and remarried. Upon inquiry, the Deputy County Commissioner called a meeting and it was agreed that the Chief would write an amended list of dependants, which he did.	File Closed
			ASSISTANT CHIEF, MAKINA SUB-LOCATION			
26.	Ibrahim Asman CAJ/M.IGC/062/1334/22-V.O.K	Male	Assistant Chief, Makina Sub-location	Unlawful official conduct	Complainant alleged that the Respondent, in company of hired goons, illegally demolished his house. He was advised to report the matter to the nearest police station and to follow up on his	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					complaint against the Respondent with the County Commissioner.	
NATIONAL TRANSPORT AND SAFETY AUTHORITY (NTSA)						
1.	Daniel Ngugi Kamau CAJ/NTSA/004/510/22-V.O.K	Male	National Transport and Safety Authority	Inefficiency	Complainant alleged that he was barred from booking motor vehicle registration number KDE 916L for inspection due to an error in the system. Inquiry was initiated whereupon the Respondent resolved the complaint.	File closed.
2.	Mwinyi Mohamed CAJ/MSA/NTSA/004/125/2022 -EM	Male	National Transport & Safety Authority	Delay	Complainant alleged delay at NTSA to issue him with a replacement of number plate for M/V Reg. No. KCP 487Z, Mazda Axela in make. He indicated that the front number plate was stolen on 8th October 2021. Upon inquiries, the NTSA replaced the number plate immediately.	File closed
3.	Harvey Daren CAJ/NTSA/004/524/2022-SAK	Male	National Transport and Safety Authority	Discourtesy	A complaint regarding courtesy of officers serving members of the public. The Complainant alleged that NTSA officers at the biometric department were rude to him. He also alleged that the systems were down for over one week further delaying service delivery. Complaint resolved by the Respondent.	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
4.	CAJ for NTSA Users CAJ/OM/7/199/2022-HO	Corporation	National Transport and Safety Authority	Inefficiency	The Commission learnt of a report in the media regarding claims that NTSA's upgraded portal was inaccessible to most users, resulting in inconvenience. Particularly, it was alleged that the portal frequently breaks down and suffers downtime to the detriment of users of the Transport Integrated Management System. File closed after satisfactory response on resolution of the matter.	File closed
5.	Charles Amonga Nyang'au CAJ/NTSA/004/520/22-EF	Male	National Transport and Safety Authority	Inefficiency	Complainant alleged that the National Transport and Safety Authority had omitted from his online profile one Class of motor vehicles which he was licensed to drive, thereby causing him trouble with traffic police whenever they stopped him to verify his license. Upon inquiry the Authority called him to the headquarters and rectified the error. His license now reflects the correct classes of vehicles.	File Closed
OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS						
1.	Faith Kanyua Gitonga CAJ/ODPP/027/256/22-V.O.K	Female	Office of the Director of Public Prosecutions	Outside mandate (Criminal)	Complainant was dissatisfied with the Respondent's decision not to prefer charges against suspects she had reported to the police. She	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					sought to commence private prosecution proceedings against the suspects. She was advised that the complaint is inadmissible.	
2.	Leonard Karisa CAJ/MSA/ODPP/027/35/2022-EM	Male	Office Of Director of Public Prosecutions	Unfair official conduct	Complainant alleged unfairness and dissatisfaction by the conduct of the ODPP counsel at Shanzu law court that occasioned the dismissal of *Criminal Case No. 941 of 2015*. He intended to file an appeal. Legal advice offered on the mandate of the ODPP and the legal remedies available to him.	File closed
3.	Kilonzo & Aziz Advocates CAJ/PO/047/549/2022-JMM	Organization	Director of public prosecutions	Delay	Complainant's client alleged that he lodged a complaint with the ODPP who have failed to take any action. We referred the matter to ODPP for action.	File Closed
4.	Sospeter Mwangi CAJ/ODPP/027/260/22-JMM	Male	Office of the Director of Public Prosecutions	Outside mandate	Complainant alleged that their case was withdrawn without their consent. Complaint was inadmissible and Complainant advised on mandate of ODPP.	File closed
5.	Abdulhakiym Mohamed CAJ/ODPP/027/264/22-FN	Male	Office of the Director of Public Prosecutions	Outside Mandate	Complainant alleged that withdrawal of a case (CRC E 129/2022 Malindi Law Courts) was done unfairly and wishes the suspect to be charged again in light of evidence he tabled. The Complainant was	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					advised that the matter is outside CAJ mandate	
6.	Maureen Eunice Wafula CAJ/DPP/027/259/22-FN	Female	Office of the Director of Public Prosecutions	Outside Mandate	A complaint that ODPP failed to prosecute a matter regarding alleged assault of the Complainant by a colleague. Outside mandate since the issue was pending in Court vide *HCCHRPET/e279/2021.*	File closed
7.	Sospeter Mwangi CAJ/ODPP/027/260/22-JMM	Male	Office of the Director of Public Prosecutions	Outside Mandate	Complainant alleges that their case was withdrawn without their consent. Complainant advised on the mandate of the ODPP, and that it is outside mandate.	File closed
8.	Faith Kanyua Gitonga CAJ/0DPP/027/257/22-JMM	Female	Office of the Director of Public prosecutions	Outside mandate	Complainant alleges that the ODPP terminated his case without his consent. Inadmissible. Outside mandate.	File closed
9.	Walter Orwa Misori CAJ/KSM/ODPP/027/51/22-WT	Male	Office of the Director of Public Prosecutions	Unresponsive official conduct	Complaint on allegation of failure by ODPP in Kisumu to prosecute a matter that was forwarded to them by the Directorate of Criminal Investigations (DCI) on the 25th November 2021. This followed a matter of suspected theft reported vide OB No. 10/9/10/21, Awasi Police Station. Upon a review of the file it was apparent that the DPP had declined to prosecute the case on the grounds that the matter failed	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to disclose any criminal elements but it was based on negligence. The Complainant had also been advised by the DPP to initiate civil proceedings based on negligence.	
10.	Ayub Gitaka Macharia CAJ/DPP/027/263/22-SK	Male	Office of the Director of Public Prosecutions	Inefficiency	Complainant alleged dissatisfaction by the decision of the Director of Public Prosecutions not to prosecute a case wherein his landlady allegedly demolished his business premises in Tassia. Complainant advised on the independence of exercise of ODPP's discretion on whether to prosecute or not.	File Closed;
11.	Erick Mogaka Ajuka CAJ/ODPP/027/255/22-SK	Male	Office of the Director of Public Prosecutions	Incompetence	A complaint alleging injustice by the Office of the Director of Public Prosecutions Kisumu for refusing to appeal the Complainant's case *No. Kisumu C.M.Cr.C No. 833 of 2017*. He alleged that the ODPP's decision was unfair as there were investigative gaps that constituted a valid ground for appealing the case. Complainant advised on the mandate of the ODPP.	File Closed
12.	Mbue Ndegwa & Co. Advocates CAJ/ODPP/027/269/2022-V.O.K	Organization	Office of the Director of Public Prosecutions	Administrative Injustice	Complainant requested the Respondent to review its decision on Inquiry file number 18/2020 Complaint	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					inadmissible. Complainant advised on the mandate of the ODPP.	
13.	David O. Ochieng CAJ/DPP/027/288/22-V.O.K	Male	Office of the Director of Public Prosecutions	Outside mandate (Civil dispute)	Complainant alleged that his friend, who is a former OCS at Muthangari Police Station, introduced him to a mechanic who repaired his motor vehicle and then released to the said friend without the Complainant's authority. File closed and erged with file reference number 015/4055.	File closed..
			PRIVATE ENTITY			
1.	Peter Kihumba Wacuka HUD/KAJ/PE/040/77/22-V.O.K	Male	Private Entity	Outside mandate (Civil dispute)	Complainant alleged that a private company sold a motorcycle to him but declined to give him the logbook and number plate. He was advised that the complaint is inadmissible.	File closed..
2.	Chongonti Farmers Cosmopolitant CBO Group CAJ/NHRR/PE/040/3/22-EM	Organization	Private entity	Delay	Complainant alleged that it has a land dispute with Nakuru Laikipia Property Investment Limited. The dispute is pending before the High Court in Nakuru, hence outside CAJ mandate. Legal advice offered on approaching the Judiciary Ombudsperson.	File Closed
3.	Samuel Kamande Murumba	Male	Private Entity	Outside Mandate	The Complainant alleged that Samuel Kiringa Wambugu	File Closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/NHRR/PE/040/7/22-EM				sold to him 2 acres of land which he later discovered did not belong to Samuel. He reported the matter to Kinamba police station and Samuel was charged with the offence of obtaining money by false pretense. The matter is still in court hence outside mandate. Legal advice offered.	
4.	Commonwealth Voters Privileges Rights Association CAJ/IEBC/026/234/22-EF	Organization	Private entities	Outside mandate	Complainant wrote a petition to all presidential candidates asking them to sign a declaration to the effect that they will abide by the law and maintain peace during campaigns, during the elections and after the elections. The Commission did not find a complaint for inquiry.	File Closed
5.	Hassan Nguyo CAJ/NHRR/PE/040/13/22	Male	Private entity	Outside mandate	Complainant alleged that he was dismissed from work without notice. The employer, Riptor security Ltd, refused to pay him the salary. Legal advice offered on available legal remedies, as the complaint is outside mandate.	File closed
6.	Eleonora Marura Mwalimo	Female	Private Entity	Access to Information	Complainant alleged denial of information on the bank balance in Account No.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	HUD/WND/ATI/PE/040/4/2022-EM				4560696 at Absa Bank belonging to the late Angelina Mugoi Mwakisha (her aunt). Complainant had been appointed as the next of kin to administer the deceased estate since the deceased husband also passed away & they did not have children. Legal advice offered - the Public Trustee Office is already seized of the matter.	
7.	Mercy Kadzo Fikirini HUD/KWL/PE/040/43/2022-KC	Female	Private entity	Outside mandate	Complainant alleged harassment by Credit officials from Kwale Cemes Co. Limited due to unpaid loan arrears of Kshs. 2150.00. She indicated that she requested for time to pay the arrears in May 2022 but not granted. Legal advice rendered. File closed since the complaint was inadsmissible	File closed
8.	Abdallah Omar Kirami HUD/KWL/PE/040/44/2022-EM	Male	Private entity	Outside mandate	Complainant sought legal advice following a land ownership dispute with his neighbour on a land parcel situated at Mwachome Settlement scheme in Matuga Kwale county. He claimed that the neighbour had invaded his parcel upon getting information on the intended acquisition by Bamburi Co. Cement. Legal advice rendered to look for	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					other legal remedies as the matter is outside CAJ mandate.	
9.	Jane Njeri Githinji HUD/KWL/PE/040/45/2022-KC	Female	Private entity	Outside mandate	Complainant sought legal advice following the invasion into her land parcel No. Kwale/Mwanguda/896 by strangers. She claimed that an unknown construction company had invaded her land and is in the process of putting up a dam. Legal advice rendered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
10.	Hassan Pera Adam HUD/KWL/PE/040/47/2022-EM	Male	Private entity	Outside mandate	Complainant sought advice concerning a labour issue at his workplace- Kleen Homes Security Company. He claimed he had worked for two months without pay and despite following up, the employer had not given him any substantive reason for the delay. Legal advice rendered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
11.	Mwangongo Ngome Tsuma HUD/KWL/PE/040/48/2022-EM	Male	Private entity	Outside mandate	Complainant sought advice concerning a land dispute between his family and Mwakalu Nyawa Mwainzi who he claimed trespassed on land parcel no.1089 situated in Madzola location,	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Kinango Sub-County. Legal advice rendered to look for other legal remedies as the matter is outside CAJ mandate.	
12.	Mgeni Said Mwamoyo HUD/KWL/PE/040/42/2022-KC	Female	Private entity	Outside mandate	Complainant alleged that Fadhili Microfinance Co. auctioned her household items without following due process. That arrears on a (business) loan accrued during the COVID-19 pandemic. Legal advice rendered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
13.	Gilbert Mbuba Mutegi HUD/WND/PE/040/4/2022-KC	Male	Private entity	Outside mandate	Complainants sought advice following dismissal from employment at Mwatate Junior Academy in Mwatate Sub-County in 2022 as security guards. They claimed that they were dismissed for no apparent cause but upon following up on their claim through the Union, Union officials compelled them to accept Kshs. 75,542 as terminal dues without explaining the criteria for computation. Legal advice rendered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
14.	Bedford M. Ngari HUD/WND/PE/040/5/2022-KC	Male	Private entity	Outside mandate	Complainant sought legal advice following dismissal	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					from employment at Mwatate Secondary school in 2022 as a security guard. He claimed he was dismissed for no apparent cause and upon seeking the Union intervention, he was paid Kshs. 75,542/- only without being informed of the criteria for computation. Legal advice rendered to look for other legal remedies as the matter is outside CAJ mandate.	
15.	Mohamed Mwakiswenja Mwarachuma HUD/KWL/PE/040/41/2022- EM	Male	Private Entity	Outside mandate	Complainant alleged unprofessional conduct by his advocate- Mburu Kariuki & Co. Advocates for failing to update him on the progress of his case, Kwale SRMCC No. 283 of 2006. Legal advice offered to pursue the matter through the Advocates Complaints Commission; as the matter is outside CAJ mandate.	File closed
16.	Susan Oresti CAJ/MSA/PE/040/655/2022-EM	Female	Private Entity	Outside mandate	Complainant alleged that her son- Abbas Mzee Salim was falsely accused of attempted defilement by her neighbour in Majengo, Mombasa. Matter filed in Mombasa law court vide S.O. E031 of 2021 and ongoing. Mention slated for 29.6.2022. The accused granted bond of 300,000. Legal advice	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					rendered, that the matter is outside CAJ mandate as it is pending in court.	
17.	Rodgers Owino Ongara HUD/KWL/PE/040/40/2022-KC	Male	Private Entity	Outside mandate	Complainant was aggrieved that he was not paid dues by his employer- Reinak Construction Co. Limited, Mombasa for 2 months. Referred to the Labour office for redress.	File closed
18.	Jennifer Ndulu Mukulu CAJ/MSA/PE/040/652/2022-KC	Female	Private Entity	Outside mandate	Complainant sought advice following threats and ultimatum by officials from Fadhili Golden chance microfinance over outstanding loan arrears of Kshs. 29,600.00. She had borrowed the loan in 2021 to increase her business stock but due to unforeseen circumstances, she had not serviced it as agreed. Legal advice rendered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
19.	Karisa Zani Chaka CAJ/MSA/PE/040/653/2022-EM	Male	Private Entity	Outside mandate	Complainant alleged professional misconduct by his advocate M/s Mburu Kariuki & Co. Advocates by withholding money awarded as compensation in Mariakani Civil Suit No. 124 of 2018. Complainant referred to the Advocates Complaints Commission.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
20.	Linus Ochieng Omondi CAJ/MSA/PE/040/654/2022-KC	Male	Private Entity	Outside mandate	Complainant sought advice following a family dispute over distribution of the estate of Vincent Omollo Owino (deceased). Due to wrangles, the Pensions department processed the terminal dues of the deceased and forwarded to the Public Trustee Office in Mombasa for further action. Legal advice rendered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
21.	Mary Osieko & Another CAJ/MSA/PE/040/648/2022-KC	Female	Private Entity	Outside mandate	Complainants alleged professional misconduct against the firm of Munyithya, Mutugi & Muzna Co. Advocates for withholding a total of Kshs. 1.7 million awarded as compensation for injuries, in a road traffic case filed in Mombasa. Referred to the Advocates Complaints Commission for redress.	File closed
22.	James Momanyi Asuma CAJ/MSA/PE/040/649/2022-EM	Male	Private Entity	Outside mandate	Complainant alleged exorbitant legal fees levied by his advocate following a labour dispute between him and his former employer-Mega Garments Co. He claimed that the advocate overcharged him beyond the 30% agreed at the onset of the case. Referred to the	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Advocates Complaint Commission for redress.	
23.	Daniel Mwangi Kanyangi CAJ/MSA/PE/040/650/2022-EM	Male	Private Entity	Outside mandate	Complainant alleged professional misconduct by his advocate MMK Advocates by withholding money awarded as compensation in Case no. 3443 of 2009 between Daniel Mwangi Kangangi and Mohammed & Juma Mwangulu. Referred to Advocates Complaints Commission for redress.	File closed
24.	Said Gongo Chuwi CAJ/MSA/PE/040/644/2022-KC	Male	Private Entity	Outside mandate	Complainant sustained an injury in the course of duty at Kipevu Jomvu Co. Mombasa in August 2018. He approached Jumbale & Co. Advocates to pursue compensation for him but claimed the advocate did not file the case in court. Referred to the Advocates Complaint Commission for redress.	File closed
25.	James Momanyi Asuma CAJ/MSA/PE/040/643/2022-EM	Male	Private Entity	Outside Mandate	Complainant alleged unprofessional conduct by his advocate on the basis that he refused to update him on the case progress at Mombasa law courts. Legal advice rendered. Complainant referred to the Advocates Complaints Commission.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
26.	Moses Ngasike Lojulot CAJ/MSA/PE/040/645/2022-KC	Male	Private Entity	Outside mandate	Complainant alleged professional misconduct by M/s Bosire & Co. Advocates, Mombasa, through withholding Kshs. 152,000 awarded as compensation in Civil Suit No. 2498 of 2018 at Mombasa law court. Referred to Advocates Complaints Commission for redress.	File closed
27.	Land Protection Organization of Kenya Residents CAJ/MSA/PE/040/646/2022-EM	Organization	Private Entity	Outside mandate	Complainant alleged that the Senior Chief Mkomani Sub-location grabbed land parcel No. 10/Kilifi/Kadzinuni situated at Vipingo Scheme, Kilifi County by going to the Kilifi Land Registry and registering the land in his name. That efforts to report the Chief to the Deputy County Commissioner in Kilifi and the Kilifi Land Registry have borne no fruit. That he wanted the Title Deed to be revoked and the Chief to vacate from the subject property. The complainant was advised to pursue the matter in court as it involved a dispute as to ownership of land and not Administrative Justice.	File closed
28.	Raindrops RBZ Co. CAJ/MSA/PE/040/647/2022-EM	Organization	Private Entity	Outside mandate	Complainant alleged contempt of court by the County Police Commander, Kilifi through disregarding a court order issued in High	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Court Civil Suit No. 9 of 2015. He claimed that there was constant harassment of his client by police despite conservatory orders being in force. Legal advice rendered that the matter was pending in court, hence out of CAJ mandate.	
29.	James Mutinda CAJ/MSA/PE/040/642/2022-KC	Male	Private Entity	Outside Mandate	Complainant alleged breach of an insurance education policy by Britam Insurance Co. by failing to pay the amount upon maturity of the cover. Referred to Insurance Regulatory Authority for redress	File closed
30.	Juma Ndegwa Keya CAJ/MSA/PE/040/641/2022-KC	Male	Private Entity	Outside Mandate	Complainant alleged delayed and/or non-payment of salary dues by his employer- Berik Co. Limited. Referred to the Labour office for redress	File closed
31.	Ngao Juma CAJ/MSA/PE/040/639/2022-KC	Male	Private Entity	Outside Mandate	Complainant alleged non-remittance of NSSF deductions by his former employer- Lamu Palace Hotel, where he used to work as a security guard until 2020 when he was relieved of his duties as a result of COVID-19 pandemic. Referred to NSSF for follow up on compliance.	File closed
32.	Juma Ndegwa Keya	Male	Private Entity	Outside Mandate	Complainant alleged delayed and/or non-payment of salary dues by his	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/PE/040/641/2022-KC				employer- Berik Co. Limited. Referred to the Labour office for redress	
33.	Joyce Mumbi Njoroge CAJ/MSA/PE/040/640/2022-EM	Female	Private Entity	Outside Mandate	Complainant alleged professional misconduct against M/s Lemmy Regau & Co. Advocates by withholding compensation award of Kshs. 1,670,000 granted in *Mombasa Civil Suit No. 1285 of 2015*. Referred to the Advocates Complaints Commission for redress.	File closed
34.	Margaret Ngute Kisanzo CAJ/MSA/POL/040/637/2022-KC	Female	Private Entity	Outside Mandate	Complainant sought the Commission's intervention against intended eviction by the Association of Persons with Disability Kenya from her house No. K3 in Bombolulu Workshop in Mombasa. Legal advice offered	File closed
35.	George Otieno Omondi CAJ/MSA/PE/040/638/2022-EM	Male	Private Entity	Outside Mandate	Complainant alleged unprofessional conduct against M/s Tarus & Co. Advocates by refusing to disclose the compensation award granted in *Civil Suit No. 41 of 2017* at Kaloleni law courts. Legal advice offered to pursue the complaint through the Advocates Complaints Commission.	File closed
36.	Ali Kazungu Kenga CAJ/MSA/PE/040/635/2022-EM	Male	Private Entity	Outside Mandate	Complainant alleged unprofessional conduct by M/s Anaya & Co. Advocates, Mombasa by withholding	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					money paid as compensation for injuries sustained at workplace- Pan Oil Company in Jomvu, Mombasa. Legal advice offered to pursue other legal remedies as the matter is outside CAJ mandate.	
37.	Paul Otieno Ochieng CAJ/MSA/PE/040/636/2022-EM	Male	Private Entity	Outside Mandate	Complainant alleged that he was injured at workplace- Mega EPZ Company Limited in 2019 and later upon treatment and recovery, he filed the matter in court vide *Mombasa CMCC No. 881 of 2019* seeking compensation. Matter still subject of court proceedings hence inadmissible.	File closed
38.	Matand Kasinde & Brothers CAJ/PE/040/2634/22-FN	Group	Private Entity	Outside Mandate	A complaint regarding a land dispute. The Complainants sold their land in Kilifi to a Missionary group but did not receive full purchase price. The matter is currently in Court. Outside mandate.	File closed
39.	Dismas Gitenge CAJ/PE/040/2617/22-FN	Male	Private Entity	Outside Mandate	A complaint against a public officer (Prison Warden) whom the Complainant alleges stole his wife.	File closed
40.	Elizabeth Muthoni Karari CAJ/PE/040/2619/22-JMM	Female	Private Entity	Outside Mandate	Complainant alleged that his MPESA account was unfairly debited without his authority. Complainant advised that the complaint is against a private	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					entity hence outside mandate.	
41.	Isaac Karanja Macharia CAJ/PE/040/2620/22-SNK	Male	Private Entity		A complaint alleging non-payment of decretal amount by Wanjiru & Kamotho Advocates. Complaint was referred to Advocates Complaints Commission for resolution	File closed.
42.	Ngunyu Philip Itumo CAJ/FIN/000/1455/2022 – SNK	Male	Private Entity (Consolidated Bank)	Outside mandate (employment dispute)	Complainant alleged that he was dismissed from work unfairly. He was advised to pursue a remedy in court since his complaint was inadmissible.	File closed.
43.	Silveria Mutua CAJ/HUD/PE/040/002/22-MBA	Female	Private Entity	Outside Mandate	Complainant alleged a family feud between family members regarding a land dispute. She sought the Commission's intervention in solving the dispute. File was closed as the matter was outside mandate.	File closed
44.	Margaret Moriche Mbaabu ISI/HUD/PE/040/001/22-MBA	Female	Private Entity	Outside Mandate	Complainant alleged that her husband's family has locked her out of her late husband's inheritance. The matter is pending in court hence outside the Commissions Mandate.	File closed.
45.	Peter Jeremiah Mbatia CAJ/NHRR/015/8/22-EM	Male	Private Entity	Outside Mandate	Complainant alleged that his church land has continuously been encroached by one Beth Njeri despite a court ruling in his favour. She was	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					advised that the complaint is inadmissible.	
46.	Veronica Wamucii Mwangi CAJ/NHRR/M.LAN/022/2/22-EM	Female	Private Entity	Outside Mandate	Complainant alleged that a piece of land was previously owned by her dad. After his death the land was fraudulently registered by her mother in-law. She has denied her right of the land and she does not recognize her as a child of her late father. Legal advice offered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
47.	Joseph Maina Macharia CAJ/NHRR/PE/040/2/22-EM	Male	Private Entity	Outside Mandate	Complainant alleged that he was disinherited by his sister who forged his and his mother's signature. Complainant has a previous file at CAJ that was closed in 20th July 2016. Closed for this reason, and that the issue complained against is criminal in nature, hence out of mandate.	File closed
48.	Beatrice Muthoni CAJ/NHRR/PE/040/5/22-EM	Female	Private Entity	Outside Mandate	The Complainant alleged to be denied the right of association by her mother due to her disability. Legal advice offered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
49.	Fracia Wanjiru Njogu CAJ/NHRR/PE/040/8/22-EM	Female	Private Entity	Outside Mandate	Complainant alleged that her husband got an accident and died. The Complainant	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					contracted a lawyer to assist in the insurance case. The lawyer has been delaying the case and not picking calls. Legal advice offered and Complainant advised to report to the Advocates Complaint Commission.	
50.	Jane Wangeci Ngechu CAJ/NHRR/PE/040/1/22-EM	Female	Private Entity	Outside Mandate	Complainant alleged that her late mother's land was transferred fraudulently by strangers. She was advised to report to the police for action.	File closed
51.	Mary Nyambura Mburu CAJ/NHRR/M.LAN/022/4/22-EM	Female	Private Entity	Outside Mandate	Complainant alleged that her son fraudulently transferred a parcel of land belonging to her late husband. Legal advice offered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
52.	Joseph Onyango Omongo CAJ/KSM/PE/040/444/22-MA	Male	Private entity	Outside mandate (Civil dispute)	Complaint against George Otieno the brother to the Complainant who sold their family land without informing the Complainant. They had agreed to sell the parcel of land at Ksh 920,000 and buy alternative lands. The complaint was inadmissible	File closed.
53.	Pentecostal Assemblies of God CAJ/KSM/PE/040/440/22-MA	Organization	Private entity	Outside mandate (Civil dispute)	Complaint on allegation of illegal operation of PAG-Kenya Pastors and Staff Provident Fund Scheme Board of Trustees since 2002 up to	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					date. Complainant alleged that the Respondents had been conducting their duties contrary to the requirements of Retirement Benefits Act. The matter has been subjected to Court proceedings at Kakamega High Court and was still pending in Court.	
54.	Emmaculate Atieno CAJ/KSM/PE/040/442/22-MA	Female	Private Entity	Outside mandate (Employment dispute)	Complainant alleged that she was not given an opportunity to be fairly heard before being dismissed by her employer. She raised the Complaint with the Union vide a letter dated 10/3/2022 to intervene on the issue. Complainant was advised to allow the Union look into the matter and if dissatisfied to lodge the complaint with Labour Office.	File closed.
55.	Eunita Rose Atieno CAJ/KSM/PE/040/443/22-MA	Female	Private entity	Outside mandate (Civil dispute)	Complaint against Ruth Afande for failure to comply with an agreement made between her and the Complainant. The Complainant agreed to refund her Ksh 400,000 to get their land back. The Complainant's family paid Ruth the said amount so as to get their land back but Ruth demanded ksh 63,000 to be paid to her. She instructed Dasemy Auctioneers to collect items from the	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Complainant's home without justification. Complainant was advised to report the matter to the Police for stolen items and pursue legal redress against the Auctioneers for operating without Court orders.	
56.	Simon Kinga Mwaura CAJ/NHRR/PE/040/9/222-EM	Male	Private Entity	Outside mandate	Complainant alleged that their society's land was grabbed by another farmers association. They alleged that the judge was corrupt and the case in court was heard in their absence. Legal advice offered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
57.	Joseph Ndirangu wachira CAJ/NHRR/PE/040/12/22-EM	Male	Private Entity	Outside mandate	Complainant alleged that his neighbor planted trees that have started encroaching on his land making it inhabitable and destroying his nearby rental house. Legal advice offered to look for other legal remedies as the matter is outside CAJ mandate.	File closed
58.	Isaac Wamae Matonge CAJ/NHRR/PE/040/11/22-EM	Male	Private Entity	Outside Mandate	Complainant alleged that he gave out his land title as collateral of a loan given to his friend. After he signed the documents for him as a security, he disappeared and was nowhere to be seen.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					The owner who granted him the loan wants his money back. He reported the case to DCI and nothing was done. The complaninant was advised that his complaint is outside our mandate and was civil in nature. He was advised that his only remedy was to sue his friend as a civil debt.	
59.	Evans Odhiambo Machira CAJ/KSM/PE/040/439/22-WT	Male	Private Entity	Outside mandate (Employment dispute)	Complainant alleged that he was summarily dismissed from employment of Riley Falcon Security Services after serving the security firm for four years. He was however informed that he was to claim his dues thereafter. The Complainant however made several attempts to get his dues paid but all his attempts were unsuccessful. Complainant advised to report the matter to the Labour Office for resolution	File closed.
60.	Monica Anyango Andiwo CAJ/KSM/PE/040/447/33-MA	Female	Private Entity	Outside mandate (Land dispute)	Complaint on allegation of land encroachment by Cornel Rasanga, Governor of Siaya County who fenced an acre of the Complainant's parcel of land in Siaya County and began to develop it. Complainant advised to seek judicial redress on the matter.	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
61.	Jane Oonje CAJ/KSM/PE/040/448/22-MA	Female	Private Entity	Outside mandate (Land dispute)	Complaint on allegation of encroachment of land parcel no. North Sakwa/Maranda 55 by Mr. Otieno. Complainant stated that a Surveyor was brought and indicated that the part Mr. Otieno had fenced was part of the Complainant's land. Complainant advised to report the matter to the Land Registrar to resolve the boundary dispute.	File closed.
62.	Joyce Oyugi CAJ/KSM/PE/040/449/22-MA	Female	Private entity	Outside mandate (Land dispute)	Complainant alleged that a third party illegally acquired a portion of his land. That she was not aware of any sale agreement between the Respondent and her husband to sell a portion of their land which she later discovered had been sub-divided and taken by Benard Odero. Complainant advised to seek judicial redress on the land dispute matter.	File closed.
63.	Pamela Akinyi CAJ/KSM/PE/040/450/22-MA	Female	Private entity	Outside mandate (Land dispute)	Complaint alleging trespass on the Complainant's parcel of land by Mr. Arika. That her husband and his cousins bought a parcel of land which they shared amongst themselves and they were yet to process title deed for the sub divided portions. Upon	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					demise of her husband in 2009, Mr. Arika fenced her portion of the parcel of land claiming it belonged to him and had gone to Court to seek eviction order against the Complainant. The Complainant was advised to seek judicial redress on the land dispute matter.	
64.	Romanus Omach Miko CAJ/KSM/PE/040/445/22-MA	Male	Private entity	Outside mandate (Land dispute)	Complaint on allegation of land encroachment of parcel No. 752 East-Kubia by Mr. Ogege who owns land parcel No. 881 East-Kubia. Complainant was advised to lodge the Complaint with the Land Registrar for boundary dispute resolution.	File closed.
65.	Evans Osiemo MwebiCAJ/KSM/PE/040/435/22-WT	Male	Private entity	Outside mandate (Request for social support)	Complainant requested the Commission to facilitate him with Kshs. 18,000 to enable him undergo a surgery in his leg injury which he suffered from gun bullets from the Police while he was being arrested. Matter brought to the attention of the Officer in Charge of Kisii Prison to facilitate the prisoner to access a hospital for treatment.	File closed.
66.	Claris Anyango Bodo CAJ/KSM/PE/040/436/22-FL	Female	Private entity	Outside manadet (Land dispute)	Complainant alleged that one Okore Deya had unlawfully acquired	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					ownership of her matrimonial land parcel situated at Nyahera in Kisumu County which she jointly acquired with her deceased husband prior to his demise in 1994. Complainant advised to seek judicial redress of the matter	
67.	Philip Habbakuk CAJ/PE/040/2616/22-EMN	Male	Private Entity	Outside Mandate	Complainant alleged that some of his relatives had disinherited him of his deceased father's property. He was advised that his complaint fell outside the Commission's mandate.	File closed
68.	Poline W. Mboce CAJ/PO/047/525/22-EMN	Female	Private Entity	Outside Mandate	Complainant alleged that a court clerk in Wanguru Law Court was interfering with the hearing and determination of his case. The complaint was referred to the Judicial Service Commission for resolution.	File closed
69.	Gwassi North Council of Elders (Onyango Yogo Michael) CAJ/PE/040/2632/2022-SAK	Male	Private Entity (International Centre of Insect Physiology and Ecology)	Outside mandate	A complaint against International Centre of Insect Physiology and Ecology (ICIPE). ICIPE allegedly built a substation on trust land in Masube Valley at the foot of Gwassi Hills-Lake Victoria, Homabay County which they have been utilizing for 29 years. The valley was historically utilized by several clans for farming and animal husbandry. The community would now like access to the	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					land. Matter referred to National Land Commission for adjudication	
70.	Mwanzia Eric CAJ/PE/050/2630/2022-SAK	Male	Private Entity (Atlantis Concrete Company)	Outside mandate	A complaint regarding damage to property. In November 2021, the company acquired a parcel of land for blasting next to the Complainant's land. The Complainant went to the company office and advised that the blasting would pose danger to children and animals, and cause damage to his property, noise pollution, health risks due to dust and smoke. The company manager advised that they compensate anything that would be damaged. The Complainant reported the issue to NEMA who upon assessment suspended all the activities. In January 2022, the company resumed blasting activities and damaged the Complainant house. The Complainant refused the repair strategy. Complainant advised to follow up directly with NEMA and the County Government	File closed.
71.	Tom Kamaliki CAJ/PE/040/2629/2022-SAK	Male	Private Entity (Institute of Human Resource Management)	Outside mandate	A complaint regarding the elections of officials to Institute of Human Resource Management. The complaint alleges that Joseph Onyango	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					& Stephen Malakewn (former public officers) are unfit to hold office at the Institute. The Complainant sought to have the commission restrict the elections and stop Mambo Microsystems Ltd from presiding over elections on 6th May 2022. Complainant advised accordingly in line with the mandate of the Commission	
72.	Deric Kibala Agevi CAJ/PE/040/2637/22-EMN	Male	Private Entity	Outside mandate	Complainant alleged that he was employed as a casual labourer and that his employer unfairly terminated his employment. He was advised that his complaint fell outside the Commission's mandate	File closed
73.	John Simba CAJ/PE/040/2622/22-EMN	Male	Private Entity	Outside mandate	The complaint was addressed to H.E the President and copied the Commission. The Complainant sought an invitation to State House. He was advised that his complaint is addressed to the Office of the President who should review and revert to him.	File closed
74.	Trusted Society of Human Rights CAJ/PE/040/2628/22-EMN	Organization	Private Entity	outside Mandate	Complainant alleged delay in the handling and determination of *Narok CMCC No. 11 of 2015*. He was advised that it was outside the commission's mandate.	File Closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
75.	Annah C. Koske CAJ/PE/040/2631/22-EMN	Female	Private Entity	Outside Mandate	Complainant alleged that her inlaws had planned to disinherit her of her deceased husband's estate. She was advised that her complaint is outside the commission's mandate	File closed
76.	Anonymous CAJ/PO/047/535/22-EMN	Unclear	Private Entity	Outside Mandate	This complaint was addressed to the CS Ministry of Interior and Coordination of National Government and copied to the Commission. The Complainant alleged that some officers in the Ministry of Interior are corrupt. They were advised that their complaint was addressed to the Ministry mandated to handle it.	File closed
77.	Bishop Mary Wekesa Wekesa Khaitas CAJ/PE/2611/22-EMN	Female	Private Entity (Cooperative Bank of Kenya)	Outside mandate	Complainant alleged that the Respondent had caused the loss of her gifts. The Complainant was advised that her complaint was outside the commission's mandate.	File closed.
78.	Clovine Onchaga CAJ/PE/040/2610/22-EMN	Female	Private Entity	Outside mandate	Complainant alleged that she had engaged an Advocate to file her suit for compensation for damages suffered as a result of a road traffic accident and that the Advocate had not surrendered the damages awarded. She was advised that the matter fell outside the Commission's mandate.	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Matter referred to the Advocates' Complaints Commission.	
79.	James Maregwa CAJ/JUD/001/2469/22-EF	Male	Private entity	Outside mandate	Complainant alleges that a Judicial Review application filed in court by a person accused of stealing and destroying his family's property is unmerited and aimed at derailing the criminal proceedings. The Complainant has been advised to file a response to the application for determination by the court and that the matter is outside the Commission's mandate.	File closed
80.	Harriet N. Ngeera CAJ/PE/040/2635/22-EF	Female	Private Entity (Mhasibu Sacco)	Outside mandate	Complainant alleged that the Sacco has persistently listed her as a loan defaulter whereas she completed repaying her loan many years ago. Complainant was advised that the matter is outside the Commission's mandate because it is a complaint against a private entity.	File closed
81.	Buyile Ntanta CAJ/PE/040/2604/21-SK	Female	Private Entity	Outside mandate (civil dispute)	Complainant alleged failure by a private insurance company to pay a life insurance cover following the demise of her parents. Complaint outside mandate	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
82.	Mutuku Muindi CAJ/P.E/040/2613/22-V.O.K	Male	Private Entity	Outside mandate (Civil dispute)	Complainant alleged that he bought a motor vehicle from a police officer who did not transfer the same to him. He was referred to Kituo Cha Sheria for legal representation. Outside mandate.	File closed.
83.	Anderson Nyaga Wachira CAJ/PE/040/2633/22-V.O.K	Male	Private Entity	Administrative justice	Complainant alleged injustice following the conduct and determination of *Makadara Traffic case number 6262 of 2011* and the execution process in *Milimani HCCC No. 452 of 2014*. He was advised that the complaint is inadmissible since it related to a matter pending in Court. Complaint inadmissible.	File closed.
84.	Douglas Onyaua CAJ/PE/040/2623/2022-V.O.K	Male	Private Entity	Outside mandate (Civil dispute)	Complainant alleged that his employment with Egerton University Pension Scheme was terminated unfairly. He was advised that the complaint was inadmissible since the Respondent is a private entity. Outside mandate	File closed.
85.	Anthony Kahuha CAJ/PE/040/2612/22-EF	Male	Private entity	Outside mandate	Complainant alleged irregularities in the management of his loan debt by the Kenya Commercial Bank and requested the Commission to review the loan terms. He was advised to raise the concern with the	File closed;

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Central Bank of Kenya and that the matter fell outside the Commission's mandate because the bank was not a public entity for purposes of the Commission on Administrative Justice Act. complaint resolved	
KIAMBU COUNTY GOVERNMENT						
1.	Ngure Samwel Mwaniki CAJ/CG/KIAMBU/072/84/22-V.O.K	Male	Kiambu County Government	Administrative injustice	Complainant, an ECDE teacher, was apprehensive that his pension dues will not be calculated for the period he serves under the County Government following devolution of his services from the Teachers Service Commission to the County Government. He was advised to seek advice from a lawer of his choice on the remedies available to him including the possibility of lodging a complaint with RBA and the Pensions Department. Complainant advised.	File closed.
2.	Samuel G. Gitau CAJ/CG/KIAMBU/072/83/22-V.O.K	Male	Kiambu County Government	Unresponsive official conduct.	Complainant alleged that he had lodged a complaint with the Respondent regarding unlawful operations of a night club but no action was taken. The complaint was amicably resolved following the Commission's intervention. Complaint resolved	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
			JUDICIARY			
1.	Trushar D. Patel CAJ/JUD/001/2467/2022-V.O.K	Male	Judiciary	Unfair official conduct	Complainant alleged that the judicial officer in *Machakos CMCC No. 462 of 2018* had issued an Order freezing his account at I&M bank without involving him in the hearing process. It was revealed that he had a lawyer on record who was heard on his behalf. He was advised that the complaint was inadmissible.	File Closed
2.	Bakari Mwachidudu Mwaphengo HUD/KWL/JUD/001/10/2022-KC	Male	Judiciary	Unfair official conduct	Complainant alleged unfairness by the Resident Magistrate in *R v Matano Karani Mwanga* (complainant's uncle), in cancelling bond for non-attendance of court hearing which he claimed was not true. Legal advice offered to complainant on available judicial remedies, as the matter is in court hence outside CAJ mandate.	File closed
3.	Ali Said Ali HUD/KWL/JUD/001/11/2022-EM	Male	Judiciary	Delay	Complainant alleged delay in criminal case No. S.O. 86 of 2018 and claimed that it had been adjourned several times without any substantive reason. Legal advice rendered to complainant on available judicial remedies,	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					as the matter is in court hence outside CAJ mandate.	
4.	Dan Mungalitsi Musamali CAJ/MSA/JUD/001/466/2022-EM	Male	Judiciary	Unfair official conduct	Complainant alleged bias and/or unfairness by the Magistrate in Criminal Case No. 209 of 2018 at Mombasa law courts. He claimed that the magistrate had imposed different sentences on 4 accused persons despite their similar circumstances. Claimed that the 1st accused person was sentenced to 1 year on probation while him & 2 others were sentenced to 2 years in prison or a fine of 100,000 in lieu. Legal advice rendered to complainant on available judicial remedies, as the matter is in court hence outside CAJ mandate.	File closed
5.	Chita Ngolo Chita CAJ/MSA/JUD/001/462/2022-KC	Male	Judiciary	Delay	Complainant alleged a land dispute between him and Ashibhai Patel and another over land parcels Plot No. 218 and 1181 in Kaloleni, Kilifi County. He indicated that a survey had been done though he was not satisfied with the findings of the survey report. Matter escalated to the ELC Malindi vide Petition No. 1 of 2015 but it is yet to be determined. Legal advice rendered as matter had a hearing date.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
6.	Donald Mwita Waigai CAJ/MSA/JUD/001/451/2022-KC	Male	Judiciary	Unfair official conduct	Complainant alleged unfairness by a Magistrate in *Land Case No. 66 of 2019* at Kilgoris law courts through ordering for seizure of property of his relative (the Respondent in the case) without giving him audience. Complainant was advised that the complaint was outside mandate.	File closed
7.	Ben Barasa Ikoboi & 6 Others CAJ/MSA/JUD/001/459/2022-EM	Male	Judiciary	Unfair official conduct	Complainants raised varied issues including non-attendance of court by Complainants/victims, adjournments, excessive bond terms, request for legal representation among others while at Shimo la Tewa prison. Criminal trials were still ongoing at Mombasa law court hence inadmissible.	File closed
8.	Ali Swaleh Mwamgula CAJ/MSA/JUD/001/450/2022-KC	Male	Judiciary	Delay	The Complainant alleged bias by the presiding judge at ELC Mombasa in a land dispute. Legal advice offered to complainant on available judicial remedies, as the matter is in court hence outside CAJ mandate.	File closed
9.	Ahmed Mohamed Said & Trustees CAJ/MSA/JUD/001/448/2022-EM	Male	Judiciary	Unfair official conduct	Complainant alleged unfairness and bias by a Judge in *Bankruptcy Cause No. 1 of 2010* at Malindi Highcourt. Matter still ongoing	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					in court, hence inadmissible to CAJ.	
10.	Samuel Kazungu CAJ/MSA/JUD/001/461/2022-KC	Male	Judiciary	Delay	Complainant alleged delay in delivering judgment in *High Court Criminal Appeal Case. No. 46 of 2018.* Initiated inquiry upon which it was established that the judgment had already been delivered and transmitted to the Complainant through Kilifi GK prison.	File closed
11.	David Charo Ponda CAJ/MSA/JUD/001/445/2022-KC	Male	Judiciary	Administrative Injustice	Complainant alleged unfairness in *High Court Criminal Case No. E025 of 2021* by declining to include the period served in remand (13 months) in the sentence imposed against him. He had been found guilty of possession of ivory & jailed for 5 years with an alternative fine of 5 million. Legal advice rendered to complainant on available judicial remedies, as the matter is in court hence outside CAJ mandate.	File closed
12.	Rashid Konde Titus CAJ/MSA/JUD/001/433/2022-KC	Male	Judiciary	Delay	Complainant (a minor) alleged delay at Kilifi law courts in a criminal case on burglary charges. He claimed he had applied for release on free bond since he was a minor and his mother (single parent) could not afford the bond terms imposed. Initiated	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					follow up which led to the release of Complainant on free bond.	
13.	Joyce Wairimu Wairegi CAJ/MSA/JUD/001/463/2022-EM	Female	Judiciary	Delay	Complainant alleged delay at Loitoktok law courts to supply her with a certified copy of judgment and court proceedings in *Criminal Case No. 132 of 2018* to enable her file an appeal in the High Court. Initiated an inquiry that led to the immediate supply of the documents sought. Complaint resolved.	Filed closed
14.	Rhoda Kaburia Gitinji CAJ/ISL/JUD/001/065/22-MBA	Female	Judiciary	Outside Mandate	Complainant alleges that she has been left out of a succession of her late mother's property and now seeks to be helped. The matter is pending in court and was also utside mandate	File closed.
15.	George Mwaura Mahia CAJ/NHRR/JUD/001/1/22-EM	Male	Judiciary	Outside Mandate	Complainant alleged that he was denied access to his case proceedings and judgement in a case where he had been acquitted in 2006. He wanted the proceedings so he could supply them to DCI to enable him to obtain a certificate of good conduct. The Executive Officer stated that the proceedings had been destroyed pursuant to a gazette notice. The EO produced an extract confirming that the	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Complainant had been acquitted. The Complainant was satisfied with the response.	
16.	Joseph Nderi Mathenge CAJ/NHRR/JUD/001/1/22-EM	Male	Judiciary	Outside Mandate	The Complainant alleged that his elder brother assisted their late dad to make a will because he was visually impaired. The case was filed in court and the court and the estate was shared among the five siblings leaving out the four. Legal advice offered to complainant on available judicial remedies, as the matter is in court hence outside CAJ mandate.	File closed
17.	Lorien Ranching CO.LTD CAJ/NHRR/JUD/001/2/22-EM	Organization	Judiciary	Outside Mandate	Complainant alleged that illegal occupants to their land bribed a judge to make a ruling in their favor. The land occupied illegally is measuring 10000 acres owned by Lorien Ranching company limited. The Complainant alleged that the judge erred in law and in facts to grant and pronounce the Defendants as the owners of the said land. Legal advice offered to complainant on available judicial remedies, as the matter is in court hence outside CAJ mandate.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
18.	Shabir Wachira Wesonga CAJ/KSM/PE/040/441/22-MA	Male	Judiciary	Unfair treatment	Complainant alleged unfair hearing at the Kakamega High Court in *HCCRC No. 44 of 2014*. He had lodged an appeal at the Court of Appeal in Kisumu under *CACRA No. 179 of 2020*. Complainant was advised to raise the issues in his appeal for the Court to give its determination.	File closed.
19.	Gichuki Karugi and Company Advocates CAJ/ELD/JUD/001/142/22-NK	Organization	Judiciary	Inefficiency	A complaint on allegations of missing court file for *Eldoret EMCC E19 of 2020: James Kipkemboi Kemei Vs Sakinya Motors* Complainant advised as the file was availed to them upon the Commission's intervention.	File closed
20.	John Wekesa Khaoya HUD/BGM/JUD/001/8/22-WT	Male	Judiciary	Administrative injustice	Complainant alleged unfair hearing since his matter, *Bungoma Misc. App. No. 12/2020* was not certified as urgent. The Complainant further alleged that he had not been informed that the court would shift from the physical sittings to virtual proceedings. Later, he was informed that his matter had been dismissed for want of prosecution. Complainant advised to apply for reinstatement of the suit.	File closed.
21.	Chirstopher Kisoro Chuma	Male	Judiciary	Manifest Injustice	A complaint regarding a ruling in *Eldoret ELCA No. 32 of*	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/JUD/001/2471/2022-SAK				*2016*. On appeal, the judge advised that the Complainant deposit Kshs 400,000 as security for costs and the original title deed to the suit property. He alleged that the ruling was unfair and aimed at favouring the Respondent's adverse possession claim. Coplainant advised to exhaust the judicial process.	
22.	Humphrey Kariuki Njaanake CAJ/JUD/001/2466/22-SAK	Male	Judiciary	Manifest Injustice	A complaint regarding the determination in *Nairobi Children's Appeal HCFA 1 of 2017*. Complainant alleges that the HC judge Lady Justice Lydia Achode passed an unfair judgment against him. Complainant duly advised to seek redress by way of appeal	File closed.
23.	Thomas Mutuna CAJ/JUD/001/2435/21-EMN	Male	The Judiciary	Outside Mandate	Complainant alleged that the court of appeal had misinterpreted the law in *Nairobi Court of Appeal Criminal Appeal No. 126 of 2019*. He was advised that the matter is outside the Commission's mandate.	File closed
24.	Betty Wamukore & Owiti Advocates for Henry Chege Kagia CAJ/JUD/001/2451/22-EF	Organization	Judiciary	Outside mandate	Complainant alleged that the decision of the court to deny the advocates an application for adjournment in order for them to file a Notice of Appointment and to be properly on record is	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					improper. Complainant advised that the matter should be canvassed in court and that it is out of the Commission's mandate.	
25.	Ahmad Abolfathi Mohammad CAJ/JUD/001/2436/22-EF	Male	Judiciary	Outside mandate	Complainant alleged that the decision of the Supreme Court in their case *Petition 39of 2018* was erroneous. They were advised to seek remedy before the court because the Commission had no mandate to review the decision of the court.	File losed.
26.	Isaac Ochieng Onyango HUD/GPO/JUD/001/182/21-SK	Male	Judiciary	Outside mandate	Complainant alleged that the court in *Nairobi CMEL No. 2184 of 2019 Isaac Ochieng Onyango vs. Sinohydro Corporation Limited* awarded a lesser amount of damages than he expected and was not satisfied as the judgement was delivered in his absence. Complainant advised on his right of appeal	File closed.
27.	Lawrence Bosire CAJ/JUD/001/2428/21-SK	Male	Judiciary	Inefficiency	Complainant sought to be paid a whistleblower's reward in connection with a matter he allegedly exposed against Kenya Revenue Authority for failure to recover revenue from estate owners. This complaint was merged with a similar complaint in a differed file.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
28.	Betty Wamukore & Owity Advocates for Henry Chege Kagia CAJ/JUD/001/2451/22-V.O.K	Organization	Judiciary	Unfair official conduct	Complainant alleged unfairness in the process of hearing of *Milimani CMCC No. 6088 of 2020* in which its client is sued as a defendant. Complainant was advised that the complaint was inadmissible.	File closed.
29.	Irene Mugure Nderitu CAJ/JUD/001/2468/22-JMM	Female	Judiciary	Outside Mandate	Complainant alleged that the court declined to lift an injunction. Advice offered to complainant on available judicial remedies, as the matter is in court hence outside CAJ mandate.	File Closed
30.	Anonymous HUD/KAJIADO/JUD/001/186/22-V.O.K	Male	Judiciary	Discourtesy	Complainant alleged that staff at the Environment and Land Court are unprofessional and frequently shout at clients. They also overstay during lunch breaks until 3 pm leaving clients unattended. Complaiant referred to lodge complaint with the Judiciary ombudsperson.	File closed.
31.	Joseph Njoroge CAJ/Jud/001/2455/22-SNK	Male	Judiciary	Outside mandate	A complaint alleging unfair decision in a succession cause being *Thika Succession Cause No. 547 of 2016*. Advised complainant on available judicial remedies, as the matter is in court hence outside CAJ mandate.	File closed.
SIAYA COUNTY GOVERNMENT						

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Rosemary A. Okumu CAJ/C.G/SIAYA/118/15/22-V.O.K	Female	Siaya County Government	Delay	Complainant alleged non payment of allowances arising from the time when she was a member of the Respondent's Public Service Board which ended on 19.07.2019. Complainant advised that their complaint related to an employment issue and was time barred under Section 90 of the Employment Act, and therefore would be closed.	File closed.
2.	Emily Anyango Oyugi CAJ/KSM/CG/SYA/074/20/22-WT	Female	County Government of Siaya	Unfair treatment	Complaint alleged that she applied for a job but was not shortlisted yet she received a text message inviting her for the interview. She was then prevented from appearing before the panel of interviewers on account of not being shortlisted. A similar complaint had been lodged by the same Complainant in 2015 and the same had been closed for non-responsiveness from the Complainant. Furthermore, the issues complained on had been overtaken by events.	File closed
DEPARTMENT OF IMMIGRATION						
1.	Stefano Delno CAJ/M.IGC/062/1360/22-V.O.K	Male	Department of Immigration	Unfair official conduct	Complainant alleged unfairness in the manner in which he was arrested, tried and deported. He was advised that the complaint is	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					inadmissible since it had been determined by the Court.	
2.	Chris Owiti CAJ/IMM/062/1365/22-SNK	Male	Immigration Department	Delay	A complaint alleging delay in processing of a passport. An inquiry was initiated and matter resolved.	File closed.
3.	Nuro Hassan Abdi HUD/KAJ/IMM/062/238/22-SNK	Female	Immigration Department	Delay	A complaint alleging delay in issuance of a passport. An inquiry was initiated, and Complainant advised accordingly after the response by Immigration.	File closed.
4.	Khalid Ali Hussein CAJ/IMM/003/375/2022-SAK	Male	Directorate of Immigration	Delay	Complainant alleged delay in issuance of a passport. He had applied for a passport on 23rd March 2022 under application number EPP1-8JTDA6Z7. He was finally issued with a passport. Complaint resolved.	File closed.
TEACHERS SERVICE COMMISSION						
1.	David Oyugi Ogalo CAJ/TSC/013/2286/22-V.O.K	Male	Teachers Service Commission	Unfair official conduct	Complainant alleged that his salary was unfairly stopped while on study leave in China. This complaint was merged with a duplicate file opened in the Commission's Kisumu branch office.	File closed.
2.	Kimathi Mwambia CAJ/TSC/013/2300/22-SNK	Male	Teachers Service Commission	Delay	A complaint alleging delay in payment of withheld salary for the Complainant for months of October, November and December 2021. An inquiry was initiated and matter resolved.	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
3.	Pamella Akinyi Oriedo CAJ/KSM/TSC/013/371/22-MA	Female	Teachers Service Commission	Delay	A complaint on allegation of delayed promotion by Teachers Service Commission (TSC) following successful completion of Teachers Proficiency Course (TPC) advertised in August, 2016 by T.S.C for teachers in ATS III job group. Teachers who undertook the course were promised promotion upon successful completion of the course. Upon following up with TSC she was told that the promotion based on completion of TPC was non-existent. The TPC Course advertised as per the TSC advert 2016/2017 was for AT IV and not AT III as the Complainant alleged. The matter was subjected to Court proceedings and promotion based on completion of Proficiency Course was stopped. Complainant advised to apply for positions when advertised since positions are filled based on competitive recruitment.	File closed.
4.	Ocohoro Maurice Muga CAJ/TSC/013/2320/2022-SAK	Male	Teachers Service Commission	Unfair Treatment	A complaint regarding unfair termination. Complainant alleges that he was dismissed from employment in July 2005 for alleged desertion. Complainant was served with	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					an interdiction letter on 4th December 2004 which he duly responded to vide the letter of 25th January 2005. He was invited for a hearing during which he presented his case and was consequently dismissed. He appealed but was advised to go to Court. Matter handled conclusively within administrative channels	
5.	Jimale D. Hamdi CAJ/TSC/013/2261/22-EMN	Male	Teachers Service Commission	Unfair	Complainant alleged that he is a graduate teacher with hearing impairment and that the Respondent advertised for a job for a teacher at the Garissa School for the deaf to which he applied but believes he was not selected through an unfair process. The Complainant lodged a twin complaint in the Mombasa office. This file was closed.	File closed
NATIONAL POLICE SERVICE						
1.	E. Kinyanjui & Co. Advocates for Paul Mutala Kavuta CAJ/POL/015/4069/22-V.O.K	Organization	National Police Service	Unresponsive official conduct	Complainant alleges that the officer in charge of Ithanga police station confiscated his firearm and has declined to return it even after he produced his firearm license as advised. Since the Complainant's letter dated 7th February 2022 was addressed to the relevant office, the Complainant was advised to keep the Commission	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					updated on the progress of the complaint.	
2.	Jiinue CBO CAJ/MSA/POL/015/466/2022-EM	Organization	National Police Service	Abuse of power	Complainant alleged persistent police harassment of squatters living in Taveta Settlement scheme (LR. No. 5865/2) through illegal arrests and detention despite conservatory court orders on maintaining status quo pending full hearing and determination of the land dispute. Legal advice offered to the complainant to pursue other remedies as the matter is outside mandate as it is pending in court.	File closed
3.	Janet Fedha CAJ/POL/015/4105/22-JMM	Female	National Police Service	Outside mandate	The Complainant alleged that police were interfering with property which was subject of litigation. Closed as matter is in court.	File Closed
4.	Hashim Got Sat CAJ/MSA/POL/015/463/2022-EM	Male	National Police Service	Abuse of Power	Complainant alleged abuse of power by PC Christopher Kipkemboi of Central police station following police investigations over fraudulent dealings on Plot No. Mombasa/Block IX/332. Matter addressed to the Office of Director of Public Prosecutions for further action	File closed
5.	Florence MwanziaCAJ/PE/040/2639/22-JMM	Female	National Police Service	Outside Mandate	Complainant alleges that she made a report to the police who declined to issue her with	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					an OB No. Complainant advised to lodge complaint at the Internal Affairs Unit.	
6.	Batson Mudashi Andigo CAJ/POL/015/4068/22-SNK	Male	National Police Service	Delay	A complaint alleging delay in investigations in a compliant lodged at Kisumu Central Police Station vide OB No.27/16/02//2022. An inquiry was initiated and matter resolved.	File Closed.
7.	Nyambene Miraa Traders CAJ/NPS/015/4064/22-JMM	Group	National Police Service	Outside Mandate	Complainants alleged that the police had been harassing them on the road. Comlainnts advised to lodge matter at the Internal Affairs Unit.	File closed
8.	Mayende Advocates CAJ/POL/015/4070/22-JMM	Organization	National Police Service	Outside mandate	The Complainant alleges that he obtained an order from court and the police have declined to implement it. Legal advice offered to the complainant to pursue other remedies as the matter is outside mandate as it is pending in court.	File closed
9.	Magdalene Wanjiru CAJ/CID/015/4069/22-JMM	Female	National Police Service	Outside mandate	Complainant alleged that her land was trespassed upon by private individuals. Advised that matter is outside CAJ mandate due to private nature. Advised to lodge complaint with the NPS and IAU for inaction.	File closed
10.	Mwendwa Mwinzi Associates CAJ/NPS/015/4113/2022-SNK	Organization	National Police Service	Delay	A complaint alleging failure to arrest and prosecute a driver	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					of a motor-vehicle who caused a fatal accident. An inquiry was initiated with ODPP whereof an inquest was initiated at the Milimani Chief Magistrates Court, Nairobi. Complainant was advised on the mandates of CAJ, ODPP and the NPS.	
11.	Makau Mbandi CAJ/NPS/022/2292/22-SNK	Male	National Police Service	Outside mandate (child custody)	A complaint alleging failure by Tawa Assistant County Commissioner to assist the Complainant get custody of his children. The Complainant advised to file a custody case in court.	File closed.
12.	Lucy Mwenda CAJ/ISL/POL/015/168/22-MBA	Female	National Police Service	Delay	Complainant alleged that she was assaulted by her husband. She reported the matter to the police where the accused was arrested. He was later released on bond and never arraigned in court. The accused still continued to assault the Complainant. The Complainant was referred to the OCS Isiolo and action was taken against the accused.	File closed
13.	Agostino Kirema M'mwongo ISL/HUD/POL/015/005/22-MBA	Male	National Police Service	Outside Mandate	Complainant alleged that he entered into an agreement with an individual to help him file a succession case. He paid some amount but the individual failed to fulfill his part of the agreement. He reported the matter to police	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					but the police failed to arrest the individual. Complainant advised to pursue the matter through the Courts as it entails civil dispute.	
14.	Geoffrey Ngari Wanja CAJ/NHRR/POL/015/15/22-EM	Male	National Police service	Unresponsive Official Conduct	Complainant alleged that he reported a case of assault at Nyahururu Police Station and the suspect was arrested but later on released under unclear circumstances. The suspect also alleged that he was also assaulted by the Complainant. Complainant was arrested. The matter was successfully mediated between the two Complainants.	File Closed
15.	William Amunga CAJ/POL/015/4108/22-EMN	Male	National Police Service	Delay	Complainant alleged that he reported a case of assault at Jogoo Police Station on 12th May, 2022 but that the Respondent had failed to take action. He was advised that his complaint was premature.	File closed
16.	Anthony Mwangi Kahwaih CAJ/NHRR/POL/015/16/22-EM	Male	National Police Service	Unresponsive official conduct	Complainant alleged that he was suspended as Administration Police Officer due to a fracture on his left hand. He was given a sick leave in Nanyuki by the County commander. While on leave, he was charged for desertion. On	File Closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					reporting the case he got a response.	
17.	Sophia Wanjiru Wangari CAJ/NHRR/POL/015/4/22-EM	Female	National Police Service	Outside Mandate	Complainant alleged that she lost her goat to persons known to her and she sought help to arrest the suspects. Legal advice offered to seek further updates from the NPS, and to report any inaction to the Internal Affairs Unit.	File Closed
18.	Marcus Bright Otieno CAJ/NHRR/015/13/22-EM	Male	National Police Service	Outside Mandate	Complainant, an Administration police officer, alleged that he has been illegally transferred from Laikipia Head Office to Kirima. He was advised to take up the matter with the Respondent first.	File closed
19.	Mary Njeri CAJ/NHRR/015/9/22-EM	Female	National Police Service	Inaction	Complainant alleged that the police aided an auctioneer to attach a property (cow) and she was not a party to the breached loan agreement. She alleged that she reported the matter to police who were not offering any assistance. The commission intervened and the cow was returned safely to her.	File closed
20.	Batson Mudashi Adingo CAJ/KSM/POL/015/635/22-FL	Male	National Police Service	Improper official conduct	A complaint on allegations that the OCS Central Police Station, Kisumu County, had failed to return the Complainant's items that he had given as exhibits in a case he reported at the station vide	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					OB Number 83/22/10/2021. Complainant advised as the matter is pending before court.	
21.	Anonymous CAJ/ELD/POL/015/166/22-NK	Female	National Police Service.	Unfair treatment	A complaint on allegations of unfair treatment following the transfer effected for Police Officers attached at the Nandi Huduma Centre, Nandi County. Complainant advised as the same was frivolous and vexatious.	File closed
22.	Oluoch Benson for Prozy A. Consultants Ltd CAJ/KSM/OM/040/2022-WT	Male	National Police Service	Unlawful official conduct	Complaint alleging misconduct by the Officer Commanding Awendo Police Station who arrested the Complainant on 27th November 2021 over allegations of non-existent civil debt and forced his family to settle the debt. They also refused to release him on cash bail and did not conduct any investigations. He was advised to follow up with IPOA, since the Complainant had addressed the complaint to the Independent Policing Oversight Authority.	File closed
23.	Kennedy Njoroge CAJ/POL/4013/22-SK	Male	National Police Service	Unresponsive Official Conduct	A complaint alleging failure by Police in various Police stations within Nakuru County to investigate matters reported by the Complainant in connection with alleged	File closed:

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					threats to his person. We noted that the Police were investigating the complaints but the Complainant was not cooperating with the investigators. We advised him to cooperate and assist in investigations	
24.	Bright Ojuok CAJ/POL/015/4063/22-SNK	Male	National Police Service	Unresponsive official conduct	Complainant alleged that he reported a threat to his life at Kwa Maji Police Post vide OB No. 3/5/1/2022 but no arrest has been made despite continued threats to his life and security. The complaint was referred to Director Internal Affairs Unit of the National Police Service and the matter successfully resolved.	File closed.
25.	Ngonze & Co. Advocates CAJ/MSA/POL/015/471/2022-EM	Organization	National Police Service	Abuse of power	Complainant alleged constant police harassment and intimidation of his client-Ismael Dennis Omondi by police officers from Diani police station regarding a land ownership dispute on LR No. Kwale/Ukunda/447. Claimed that police officers had on several occasions visited the premises of his client without any cause and despite the fact that there was an ongoing court case vide Kwale ELC No. 113 of 2021. Matter still a subject of court proceedings.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
26.	Joseph Mepukori Mativo CAJ/MSA/POL/015/469/2022-KC	Male	National Police Service	Manifest injustice	Complainant alleged unfair dismissal from the National Police Service in July 2016 for purportedly soliciting a bribe of Kshs 150,000 while stationed in Westlands, Nairobi County. He was subjected to Orderly proceedings whereupon full hearing, he was found guilty and dismissed from police service. He filed an appeal at NPSC which was disallowed. Complainant advised to pursue matter through corut process if still dissatisfied with NPSC decision.	File closed
27.	Nancy W. Njoroge & Company Advocates HUD/ELD/POL/015/55/22-NK	Male	National Police Service	Delay	Complainant alleged that the OCS Githioro Police Station, Nakuru County, failed to reimburse its client-Julius Ndungu Gitau his cash bail of 10,000 following the withdrawal of an assault case that was reported at the station. Complainant advised as their client was refunded his cash bail.	File closed
28.	Wellington Kituku CAJ/POL/4111/2022-SAK	Male	National Police Service	Unresponsive Official Conduct	A complaint regarding the conduct of *Criminal Case E353 of 2021*. The Complainant alleged that his house was set on fire and in the process he sustained injuries. Consequently, the	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					police arrested the suspect and booked him under OB No. 07/27/10/2021. The suspect was arraigned in court and was charged with arson and not malicious damage to property which the Complainant disagrees with. Complainant advised that it was a criminal matter where the Commission was limited.	
29.	Dennis Ojiambo CAJ/DIG/0115/4092/22-EMN	Male	National Police Service	Outside Mandate	Complainant alleged that he had been assaulted by known suspects. He reported the matter to KICC police station but the officers failed to take action against the suspects. Upon perusal of the file, the commission found out that the suspects had been prosecuted at the Ngong Law Courts and that he had lodged a similar complaint at IPOA, EACC and NPSC. He was advised that there was no issue of Administrative Injustice on the Respondent's part.	File closed
30.	Lucy Mwenda CAJ/ISL/POL/015/168/22-MBA	Female	National Police Service	Delay	Complainant alleged that she was assaulted by her husband. She reported the matter to the police where the accused was arrested. He was later released on bond and never arraigned in court. The accused still continued to	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					assault the Complainant. The Complainant was referred to the OCS Isiolo and action was taken against the accused.	
KENYA NATIONAL QUALIFICATION AUTHORITY						
1.	Josphat Mushibe Onyango CAJ/KNQA/013/2296/22-V.O.K	Male	Kenya National Qualification Authority	Delay	Complainant alleged delay by the Respondent in verifying his foreign academic qualifications. The complaint was resolved.	File closed.
DIRECTORATE OF CRIMINAL INVESTIGATIONS						
1.	Irene Mumbua Swiga CAJ/DCI/015/4088/22-V.O.K	Female	Directorate of Criminal Investigations	Delay	Complainant alleged that the Respondent had delayed in issuing her with a clearance certificate. Complaint resolved as she was finally issued with the certificate.	File closed.
2.	J.M Kimani & Co.Advocates CAJ/DCI/015/4081/22-SK	Corporation	Directorate of Criminal Investigations	Unlawful official Conduct	A complaint alleging that the Directorate of Criminal Investigations had placed restriction on land title number Kiambogo/kiambogo/Block 2/20794 making it impossible for a transfer in favour of the Complainant's client to be effected. We noted that the caution was placed legally pending investigations	File closed
MACHAKOS COUNTY GOVERNMENT						
1.	Mercy Kairuthi Munyua CAJ/CG/MACHAKOS/067/55/22-V.O.K	Female	Machakos County Government	Unfair official conduct	Complainant alleged that a decision made by the Respondent's County Public Service Board regarding her complaint on stagnation in the same job group was unfair. She was advised to	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					lodge an appeal with the Public Service Commission as stipulated under section 77 of the County Governments Act.	
2.	Francis Kunina CAJ/CG/MKS/067/2/21-SK	Male	County Government of Machakos	Unresponsive Official Conduct	Complainant alleged failure by the County Government of Machakos to stop noise pollution from scrap metal works and construction of unapproved buildings in a controlled development area in Syokimau. We noted that the Respondent had acted but the Complainant's neighbour was not complying. Complainant advised to seek other legal remedies through the courts, as the person complained against is a private entity, hence outside CAJ mandate.	File closed
MASAI MARA UNIVERSITY						
1.	Muyatt Enterprise Ltd. CAJ/MMU/013/2290/22-V.O.K	Organization	Masai Mara University	Unresponsive official conduct	Complainant alleged that the Respondent has failed to pay for the goods supplied to it by the Complainant vide LPO number P01654. Complainantwas advised to lodge the complaint with the Public Procurement Regulatory Authority.	File closed.
MAKUENI COUNTY ASSEMBLY						
1.	Justus Mutunga Mutuku CAJ/CG/MKN/115/20/22-V.O.K	Male	Makueni County Assembly	Unlawful Official Conduct	Complainant alleged that the Respondent's service board irregularly advertised for vacancies on 28.02.2022	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					without proper job descriptions. He was advised to lodge the complaint with the Public Service Commission.	
2.	Anonymous CAJ/CG/MAKUENI/115/19-SK	Unclear	County Assembly of Makueni	Unlawful official conduct	A complaint alleging unfair practices and non-compliance with the law by the County Assembly of Makueni in matters concerning project implementation, employment and promotions, procurement, oversight and staff trainings. Complainant was advised to lodge the issues first to the Clerk of the County Assembly of Makueni for resolution.	File closed
KENYA REVENUE AUTHORITY						
1.	Kennedy Okeyo CAJ/KRA/000/1419/22-V.O.K	Male	Kenya Revenue Authority	Unresponsive official conduct	Complainant alleged delay in cancellation of personal identification number issued in respect of Cayman Nation Holdings Limited which was fraudulently registered. The complaint was resolved following the Commission's intervention.	File closed.
2.	Alphonse Msongareri CAJ/KRA/000/1431/22-SNK	Male	Kenya Revenue Authority	Delay	A complaint alleging delay in resolution of a tax refund compliant by KRA. An inquiry was initiated and complaint resolved.	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
3.	Lawrence Bosire CAJ/KRA/000/1413/22-JMM	Male	Kenya Revenue Authority	Outside Mandate	Complainant alleged that he filed a petition in court alleging that KRA did not make a follow up to ensure landlords remitted taxes. Complainant was advised that the matter is outside mandate as it is in court.	File closed
4.	Abraham Munyobi Ondwasi CAJ/KRA/000/1438/22-SNK	Male	Kenya Revenue Authority	Delay	A complaint alleging failure by KRA to refund erroneously deducted money in the form of tax dues. An inquiry was initiated and the matter resolved.	File closed.
5.	Alphonse Msongareri CAJ/KRA/000/1431/22-SNK	Male	Kenya Revenue Authority	Unfair official conduct	Complainant alleged that KRA levied tax upon him as a person with disability during a year when he had not renewed his disability exemption certificate. KRA resolved the issue.	File Closed
6.	Esther Wangeci Gateru CAJ/NHRR/FIN/000/2/22-EM	Female	Kenya Revenue Authority	Unresponsive official conduct	Complainant alleged that her husband was deducted VAT despite having an exemption certificate. The Commission intervened and Kenya Revenue Authority provided a satisfactory explanation for the deduction.	File closed
7.	Civictruct Intergrated Systems CAJ/KRA/000/1447/22- EMN	Group	Kenya Revenue Authority	Outside Mandate	Complainant alleged that he lodged a complaint at the Respondents' Domestic Taxes Department. He was advised to appeal the decision at the Tax Appeals Tribunal.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Nyambura Kangethe Isabel CAJ/NCPWD/018/133/20-V.O.K	Female	National Council for Persons with Disabilities	Delay	Complainant alleged delay by the Respondent to forward the necessary forms for renewal of her tax exemption to KRA. The forms were later on forwarded to KRA. Complaint resolved.	File closed.
2.	Beatrice Muthoni Wairimu CAJ/NHRR/M.GED/018/1/22-EM	Female	National Council for Persons with Disabilities	Delay	Complainant alleged that she applied for an NCPWD card in 2020 and never received any feedback. The Commission intervened and the card was issued to the Complainant.	File closed
GOVERNMENT OF KENYA						
1.	James Marigu CAJ/GOK/048/55/22-V.O.K	Male	Government of Kenya	Outside mandate (Corruption)	Complainant alleged corruption and nepotism in recruitments by various public entities including: Kenya Electricity Generating Company, Kenya Power, Kenya Pipeline and Kenya Ports Authority. Complainant advised that his complaint fell within the mandate of EACC and NCIC, and since he had written to said offices to follow up with them.	File closed.
2.	Victor Ochieng Obala CAJ/GOK/048/56/22-EF	Male	Government of Kenya	Outside mandate	No complaint disclosed.	File closed
MINISTRY OF HEALTH						
1.	Ntombokuphela Sina Masiso CAJ/M.HEA/012/580/22-V.O.K	Unclear	Ministry of Health	Outside mandate	This complaint was intended to reach the Office of the Public Protector in South Africa and not the	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Commission on Administrative Justice. The Respondent is the National Department of Health in South Africa. Summary of the complaint missing. Outside mandate.	
2.	Joseph Peter CAJ/M.HEA/012/583/22-JMM	Male	Ministry of Health	Outside mandate	The Complainant alleges that he was interdicted and subsequently his pension withheld. Complainant advised to exhaust remedies including PSC. Outside mandate.	File closed
			PUBLIC OFFICER			
1.	Salim Onyango Abuto CAJ/P.O/047/523/22-V.O.K	Male	Public Officer	Outside mandate (Criminal)	Complainant alleged that he gave out Kshs. 614,000 to a police officer to import gold on his behalf but the said police officer did not deliver. Complainant advised to report to EACC as that complaint was outside mandate and it is criminal in nature.	File closed.
2.	Erick Mokua Omobe CAJ/PO/047/540/22-FN	Male	Public Officers	Outside Mandate	A Complaint against the Local area Chief and the OCS for posing threats to the Complainant if he continues to push forth a case, *Civil Case No. 511 of 2012*. The Complainant was advised to report the threats to the Police.	File closed
3.	Lenah Kagedi Janira CAJ/PO/047/543/22-FN	Female	Public Officer	Abuse of Power	A complaint against the allegedly unlawful action by	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the Assistant County Commissioner, Jepkoyai Division, within Vihiga County for subdividing land parcel Tiriki/Tigoi/980 and others, without the consent of the owners. Matter in Court hence inadmissible	
4.	Joyce Nyambeki & Another CAJ/PO/047/550/22-FN	Female	Public Officer	Abuse of Power	A complaint alleging that a driver of State House Comptroller has refused to pay the Complainant some money owed to her after a land transaction. Outside mandate. Complainant advised to seek legal advice on the remedies available to her.	File closed
5.	Silas Kithua Macandi CAJ/PO/047/537/22-SNK	Male	Public Officer	Prejudicial Conduct	A complaint alleging that a litigation Counsel from the Attorney General's Chambers did not file particular pleadings in court in an ongoing case. Matter outside mandate as it was an active court case.	File closed.
6.	Esho Letangues CAJ/PO/047/527/22-EMN	Male	Public officer	Outside Mandate	Complainant alleged a land dispute between himself and his neighbour who is an employee of Kenya Wildlife Service. He was advised that the matter is civil in nature hence he should pursue legal remedies.	File closed
7.	Siri Gurdwara Ramgarhia Railway	Organization	Public Officer	Outside mandate	Complainant alleged that orders issued by the	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/PO/047/541/22-EF				magistrate in *Milimani CMCC E486/2021* were unmerited and that she acted unfairly and in a biased manner. Complainant was advised that the matter fell outside the Commission's mandate.	
CENTRAL RIFT VALLEY WATER WORKS DEVELOPMENT AGENCY						
1.	Patrose Leshinka CAJ/M.WAT/009/303/22-V.O.K	Male	Central Rift Valley Water Works Development Agency	Unlawful Official Conduct	Complainant alleged unfavourable and discriminative treatment at work by the Respondent.Complaint resolved.	File closed
KENYA AGRICULTURAL AND LIVESTOCK RESEARCH ORGANIZATION						
1.	Anonymous CAJ/KALRO/014/382/22-V.O.K	Female	Kenya Agricultural and Livestock Research Organization	Unfair treatment	Complainant alleged unfair treatment and discrimination by the Respondent's management. Complaint was referred to the Principal Secretary, State Department for Crop Development for resolution.	File closed.
NATIONAL IRRIGATION AUTHORITY						
1.	Muchoki Kangata Njenga & Co. Advocates CAJ/NIA/014/389/2022-V.O.K	Organization	National Irrigation Authority	Unresponsive official conduct	Complainant alleged that the Respondent had failed to pay its client, Minkoti Agencies Limited, for services rendered in Nyakach Sub-county. Complainant was advised to lodge the complaint with PPRA.	File closed.
HIGHER EDUCATION LOANS BOARD						

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Alan Masakhalla CAJ/HELB/013/2244/22-SK	Male	Higher Education Loans Board	Unfair Treatment	A complaint alleging delay by HELB to refund the Complainant Kshs. 4,094.44 being an overpayment of his undergraduate loan. The Commission intervened and the Complainant was paid his money	File closed
2.	Rama Mchombo Mwero CAJ/MSA/M.EDU/013/134/2022-KC	Male	Higher Education Loans Board	Delay	Complainant alleged inordinate delay by HELB to process and refund him Kshs. 6,886.07 which was erroneously deducted from his salary despite his application to reverse HELB loan forwarded to him as he had cancelled his studies at Kenyatta University. Initiated an inquiry which led to payment of dues owed. Complaint resolved.	File closed
3.	Daniel Mutisya Muli CAJ/HELB/013/2287/22-SNK	Male	Higher Education Loans Board	Delay	A complaint alleging delay in the processing of applied HELB Loan. An inquiry was initiated, and the loan was processed. Complaint resolved.	File closed.
4.	Jomba Jason CAJ/HELB/013/2256/22-SNK	Male	Higher Education Loans Board	Delay	A complaint alleging delay in disbursement of loan award. An inquiry was initiated and matter resolved.	File closed.
5.	Jimmy Allan Akali CAJ/HELB/013/2233-SNK	Male	Higher Education Loans Board	Unfair official conduct	Complainant alleged that HELB had recovered excess amount of money from his salary as arrears for HELB loan. HELB resolved the complaint.	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
6.	Daniel Mutisya Muli CAJ/HELB/013/2287/2022-SNK	Male	Higher Education Loans Board	Delay	A complaint alleging delay in the processing of applied HELB Loan. An inquiry was initiated, and HELB confirmed processing the loan. Complaint resolved.	File closed.
7.	Felista Nasianoi Lekaram CAJ/HELB/013/2291/22-EF	Female	Higher Education Loans Board	Inefficiency	Complainant alleged that HELB has updated her loan account to include a loan which she did not take and has been splitting the money she pays to offset her actual loan into two to cater for the erroneous loan as well. Upon inquiry HELB cleared the error and credited the erroneous deductions to the correct loan account.	File closed;
8.	Jimmy Allan Akali CAJ/HELB/013/2255/22-SK	Male	Higher Education Loans Board	Delay	Complainant alleged delay by HELB to refund him excess amount that he had overpaid for his undergraduate loan. complaint resolved	File closed
PUBLIC PROCUREMENT REGULATORY AUTHORITY						
1.	Kleandeals Enterprises CAJ/PPRA/000/1432/22-SK	Corporation	Public Procurement Regulatory Authority(PPRA)	Delay	A complaint alleging delay by Public Procurement Regulatory Authority to resolve a complaint reported by the Complainants against the National Museums of Kenya for failure to pay for goods supplied in May 2021. The Commission intervened and the Complainant was paid by National Museums of Kenya.	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
MINISTRY OF DEVOLUTION						
1.	CPA Christine Ndaka CAJ/M.DEV/008/259/22-SK	Female	Ministry of Devolution and the ASALS	Unfair Treatment	Complainant alleged unfair treatment by the Ministry for subjecting her to unfair disciplinary process. She alleged that she was served with a Show Cause Letter dated 22nd October 2021 and she replied on 25th November 2021 but there was no further communication from the Ministry's Human Resource Department. The Commission intervened and the unfair disciplinary process was stopped	File closed
INSURANCE REGULATORY AUTHORITY						
1.	Henry Lisege CAJ/IRA/000/1425/22-SK	Male	Insurance Regulatory Authority	Inefficiency	Complainant alleged delay by Insurance Regulatory Authority to resolve a complaint which he reported against his insurer. He stated that IRA had taken a position which he didn't agree with of bringing him, the assessors and insurer together via a zoom meeting to deliberate the matter. Complainant advised to cooperate with IRA to have his complaint resolved as IRA had already taken steps to schedule a meeting between parties	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Lawrence Kayaroh CAJ/IRA/000/1446/2022-SAK	Male	Insurance Regulatory Authority	Manifest Injustice	A complaint against the Commissioner of Insurance. The Complainant is aggrieved with the decision made against his complaint with authority and alleges injustice on the part of the commissioner of insurance. The complaint alleges that the Commissioner made a partisan and biased ruling in the complaint against First Assurance Insurance Company. Complainant advised to seek redress with the Insurance Tribunal as the Commission is not an appellate body in this regard.	File closed.
3.	David Otieno Ayugi CAJ/IRA/000/1445/22-EF	Male	Insurance Regulatory Authority	Outside mandate	Complainant alleged that he lodged a complaint with IRA against Jubilee Insurance Company Ltd following the latter's refusal to acknowledge him as its agent for medical insurance business obtained from the Kenya National Bureau of Statistics. Upon establishing that the Complainant has also filed an appeal to the Insurance Appeals Tribunal against the decision of IRA, he was advised to pursue the appeal to conclusion because the Commission lacks jurisdiction to intervene.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
4.	Joseph Ndungu CAJ/IRA/000/1420/22-SK	Male	Insurance Regulatory Authority	Delay	A complaint alleging delay by IRA to resolve a complaint wherein the Complainant alleged failure by Britam Insurance Company to refund Educational Policy No.122-114435 and 122-9774 which he had taken out for his children's education Closed following satisfactory response from IRA	File closed
KENYA PORTS AUTHORITY						
1.	Kilindini Retirees Welfare Association CAJ/KPABS/004/518/22-SK	Group	Kenya Ports Authority	Delay	Kilindini Retirees Welfare Association alleged mismanagement of defined benefits scheme by trustees of Kenya Ports Authority. They stated that although the matter was brought to the attention of the Retirement Benefits Authority and the Ethics and Anti-Corruption Commission, their concerns had not been addressed. File cloed since it was already before competent entities, the RBA and EACC	File closed;
2.	Grace Anyango CAJ/KSM/KPA/004/35/22-WT	Female	Kenya Ports Authority	Delay	A complaint on allegation of delay by Kenya Ports Authority (KPA) to remit unpaid dues for the estate of Joseph Nyangajo following his dismissal from service in 1994. Complainant was advised to follow up on the matter with the KPA to establish its status as it was a matter already	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					being followed up by her father before his demise.	
SALARIES & REMUNERATION COMMISSION						
1.	Naivasha Lake Basin Development Agency CAJ/SRC/000/1427/2022-SK	Corporation	Salaries & Remuneration Commission	Unfair Treatment	Complainant alleged unfairness by the Salaries and Remuneration Commission for downgrading Naivasha town by lowering it to an inferior cluster 2 in the SRC Cluster Classification for purposes of payment of Daily Subsistence Allowance (DSA) for local travels. Complainant advised on mandate of SRC and advised to pursue judicial remedies	File closed
KENYA POWER AND LIGHTINING COMPANY LIMITED						
1.	Stephen Ongati CAJ/KPLC/021/571/22-SK	Male	Kenya Power	Delay	A complaint alleging delay by Kenya Power to install power on Complainant's premises following an application he made in April 2021 under Ref. E22112021040086. Commission intervened and the complaint was resolved	File closed
2.	Kennedy O. Kung'a CAJ/MSA/KPLC/021/75/2022-EM	Male	Kenya Power	Delay	Complainant alleged inordinate delay at Kenya Power, Mombasa office to address a complaint of exposed/loosely hanging live electricity wires at Kashani area, Mombasa County, since January 2021, which delay continued to put lives at grave risk of electrocution.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Initiated inquiry which led to the fixing of the power line.	
3.	Ibrahim Lolkipaengi CAJ/KPLC/021/583/22-JMM	Male	Kenya Power and Lighting Company Limited	Outside Mandate	Complainant alleged that a matter was filed in court without their consent. Complainant advised to pursue judicial remedies as the matter is in court.	File Closed
4.	Fabian Sukuku CAJ/KPC/021/578/22-SNK	Male	Kenya Power	Unfair treatment	Complainant alleged that Kenya Power was harassing him by disconnecting power for arrears for which Kenya Power never submitted any monthly bills for a period exceeding 3 years. The issue was amicably resolved.	File closed.
5.	Angela Mokua CAJ/KPLC/021/577/22-SNK	Female	Kenya Power	Delay	Complainant alleged that KPLC failed to connect her to power since she paid connection fees in September 2021. The complaint was resolved upon inquiry by the Commission.	File closed.
6.	Wilson Aketch CAJ/ISL/M.ENE/021/009/22-MBA	Male	Kenya Power	Abuse of Power	Complainant alleged that KPLC erected electric poles on his piece of land illegally and had refused to relocate them upon his requests. Respondent addressed the complaint and relocated the electric poles.	File closed.
7.	Jackson Muturi CAJ/NMS/060/339/22-EF	Male	Kenya Power & Lighting Company	Delay	Complainant alleged that a contractor carrying out road construction along Timboroa Street in Nairobi damaged KPLC underground power	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					supply cables leading to power outage for several days. The complaint was lodged directly with KPLC and copied to the Commission. KPLC has responded by restoring the infrastructure and power supply.	
			REGISTRAR OF MARRIAGES			
1.	Nirav Patel CAJ/RM/001/2437/22-EF	Male	Registrar of Marriages	Delay	Complainant alleged that he applied for a certified copy of his marriage certificate in August 2021 and 5 months later he was yet to receive it. The certificate was issued upon inquiry.	File closed
2.	Taurat Suwani CAJ/RM/001/2438/22-SNK	Male	Registrar of Marriages	Unresponsive official conduct	A compliant alleging failure to authenticate a marriage certificate by the Registrar of marriages citing missing register of marriages for the year 2000. Complainant was advised to make an official request to the office to allow proper follow-up.	File closed.
3.	Dr. Okumba Miruka CAJ/AG/001/2446/22-EF	Male	Office of the Attorney General, Registrar of Marriages	Unfair treatment	Complainant alleges that his application to contract a Christian marriage was declined because his name in the National Identity Card varies with his name in the Birth Certificate. That he swore an affidavit to the effect that he is the same person but it was rejected. Upon our consultations with state	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					counsel at the office of the Registrar of Marriages, he was advised to first seek alignment of his name in both documents because there are such procedures at the National Registration Bureau and the Office of the Registrar of Marriages. Complainant was been advised.	
MINISTRY OF FOREIGN AFFAIRS						
1.	Elvis Kipkoech CAJ/M.FOR/011/71/22-EF	Male	Ministry of Foreign Affairs	Delay	Complainant alleged that he was serving a 17-year prison sentence in Indonesia and had already served 8 years. That he had been recommended for parole due to good behaviour and had prepared his application which was supposed to be supported by a letter of guarantee by the Kenyan Embassy in Indonesia; which he had requested but had not received substantive feedback for more than a year. Upon inquiry it was noted that substantive action had been taken by the Ministry to address his request for guarantee and that he had been informed of the outcome.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Mehboobali Mohamed Jagani CAJ/MSA/MFA/011/2/2022-EM	Male	Ministry of Foreign Affairs	Delay	Complainant alleged delay and/or non-compliance with High Court of Rwanda's decision in an employment dispute between him and his former employer- Doyelcy Company Limited. He was employed on 1.4.2009 as a Chief Finance Officer in the Company's head office in Rwanda for a 3-year contract but later, prematurely dismissed due to forceful eviction. Legal advice offered	File closed
ESTATE AGENTS REGISTRATION BOARD						
1.	Stephene Chege CAJ/EARB/022/2239/22-EF	Male	Estate Agents Registration Board	Outside mandate	Complainant alleged that the decision of the Board to decline his application for registration as an estate agent was wrong. Complainant was advised to lodge an appeal at the High Court pursuant to Section 17 of the Estate Agents Act, which provides for the appeal mechanism.	File closed
KENYA NATIONAL HIGHWAYS AUTHORITY						
1.	Limelight Media CAJ/M.ROA/006/201/22-EF	Organization	Kenya National Highways Authority	Outside mandate	Complainant alleged failure by the Kenya National Highways Authority to ensure that a private entity contracted to maintain a	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					road released a trailer which it confiscated on the road. KENHA had already expressly denounced in writing the confiscation of the trailer and directed the private entity to release the trailer. No viable complaint has been demonstrated against KENHA and Complainant was advised to seek remedy against the private entity.	
2.	Wandai Matheka CAJ/KENHA/006/195/22-JMM	Male	Kenya National Highways Authority	Outside mandate	Complainant alleges that he was issued with a judgement that was never honoured. Complainant advised to pursue judicial remedies as the matter is outside CAJ mandate.	File closed
NGCDF						
1.	Grace Wangari Kiragu CAJ/NGCDF/008/260/22-EF	Female	NGCDF Board Kipipiri Constituency	Outside mandate	Complainant alleged unfair termination of her employment by the Board and sought legal representation to file a suit at the Employment & Labour Relations Court. She was advised that the Commission is unable to provide legal representation in the matter.	File closed
MINISTRY OF AGRICULTURE, LIVESTOCK, FISHERIES AND COOPERATIVES						
1.	C. M Advocates LLP for Mehta Group Management Ltd CAJ/M.AGR/014/383/22-EF	Organization	Cabinet Secretary - Ministry of Agriculture,	Unlawful official conduct	Complainant alleged that the Cabinet Secretary issued a directive to remove the	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
			Livestock, Fisheries and Cooperatives		former as the Manager and Technical Adviser of the Agro-Chemical & Food Company (ACFC), contrary to the provisions of the Articles of Incorporation of ACFC which provide that the Complainant is the sole holder of that position. The complaint was lodged with the Attorney General and copied to the Commission. Complainant was advised to pursue it with the AG and provide an update. A case was filed in court over the subject matter, thereby ousting the Commission's mandate.	
2.	Daniel Kobe Ogutu CAJ/KSM/KALRO/014/77/22-WT	Male	Kenya Agricultural & Livestock Research Organization	Delay	A complaint on allegation of delay by the Kenya Agricultural & Livestock Research Organization (KALRO) to pay ksh 44,795, dues owed to the Complainant between 2019 and 2022 wherein he had worked as a Casual Labourer. He last received his pay in March 2022 and despite several verbal follow ups, he was yet to be paid his dues. Complainant was paid his dues.	File closed.
MINISTRY OF WATER AND SANITATION						
1.	Bernard Were CAJ/NWS/009/318/22-EMN	Male	Nairobi City Water & Sewerage Company	Inefficiency	This complaint was addressed to the Respondent and	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					copied to this commission. Complainant alleged that there is raw sewage leaking to Landhies road. He was advised that the complaint is addressed to the entity mandated to address it.	
2.	Onyura wa Amwere CAJ/KWC/009/307/22-SNK	Male	Kakamega Water & Sewerage Company	Unfair official conduct	A complaint alleging inflated water bills by Kakamega Water and Sewerage Company. Complainant was asked to furnish the Commission with supporting documents but failed to do so. Closed.	File Closed.
3.	Kipyego Some CAJ/ELD/CG/T.NZOIA /061/17/22-NK	Male	Ministry of Water & Irrigation	Outside mandate (Corruption)	A complaint on allegations that the Lake Victoria North Water Works Development Agency mismanaged Kshs.7.6 billion loan that was granted to them for for development of water infrastructure. Complainant advised as the matter is pending investigation before the Parliamentary Accounts Committee, hence outside CAJ mandate.	File closed
4.	Salim Gaffar CAJ/M.WAT/009/293/21-FN	Male	Nairobi water & sewerage Company Limited	Unlawful official conduct	A complaint that there was illegal water disconnection to the Complainant's house in 2021 and furthermore that water supply to his house was not as per the distribution schedule of Pangani. After inquiry into the matter	File Closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					revealed no maladministration was found on the part of the Respondent	
5.	Maji Mazuri Residents CAJ/M.WAT/009/311/2022-SAK	Group	Nairobi Water and Sewarage Company Ltd.	Unfair Treatment	A complaint regarding provision of water services. The Complainant is a resident of Maji Mazuri, Kasarani, Mwiki, who from 1st January 2022 has not been receiving water. In general, residents from Upendo Court down to Six Golden Court and down to the Junction where Maji Mazuri Road meets Popote Whole Sale Road were affected. When a complaint was made regarding the lack of water, the Nairobi Water Officers would initially only allow water access for one day. However, later, the one-day access was also stopped. Complaint resolved	File closed.
NAIROBI METROPOLITAN SERVICES						
1.	MMA Advocates CAJ/NMS/060/347/22-EMN	Group	Nairobi Metropolitan Services	Outside Mandate	Complainant alleged that the Respondent had recommended the demolition of his client's property. The matter was subject to litigation in *Nairobi ELC Msc. Application No. E007/2021*. The Complainant was advised that the commission has no mandate over matters pending in court.	File closed
CHILD WELFARE SOCIETY OF KENYA						

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Hellen Njoki Mwangi HUD/GPO/018/7/22-EMN	Female	Child Welfare Society of Kenya	Outside mandate	Complainant alleged that she was the Respondent's employee and that her services were illegally and unfairly terminated. She also alleged that she was not paid her terminal benefits. She was referred to the Labour Office for assistance.	File closed
MINISTRY OF LABOUR AND SOCIAL PROTECTION						
1.	Johnson M. Waithaka CAJ/M.LAB/017/828/21-EMN	Male	Ministry of Labour and Social Protection	Outside mandate	Complainant alleged that he was injured at work and that the Director Occupational Safety and Health assessed his damages at Kshs. 268,704 but that his employer has not remitted the same to him. The Complainant was advised to follow the execution process and DOSH directed his employer to pay the Complainant's damages.	File closed
2.	Leonard Wade CAJ/ELD/M.LAB/017/51/22-NK	Male	Ministry of Labor & Social Protection	Unresponsive official conduct	Complainant alleged that that National Social Security Fund (NSSF) failed to address a complaint on illegal withdrawal of his mother's benefits. The mother's name is Wade Oloo Peresia Complaint successfully resolved as NSSF furnished him with an update to his complaint following the Commission's intervention.	File closed.
3.	Peter Mwiti M'kwinga	Male	Ministry of Labour and Social Protection	Delay	Complainant alleged that he had receiving payments from	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/ISL/M.LAB/017/043/22-MBA				inua jamii programme when the funds were abruptly stopped. The Respondent informed the commission that the matter was resolved and that he could access his funds.	
			NAIROBI CITY COUNTY			
1.	Anna W. Ndugi CAJ/CG/NRB/060/355/22-EMN	Female	Nairobi City County	Outside Mandate	Complainant alleged that she was an employee of the Respondent and that her services had been terminated. She appealed to the public Service Commission which disallowed her appeal and advised that she applies for review of its decision. She was advised to pursue the advice given by the Public Service Commission.	File closed
			NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY			
1.	C M Advocates for Kyuna Neighbours CAJ/NMA/038/190/22-EMN	Group	National Environment Management Authority	Unresponsive official conduct	Complainant alleged that the Respondent failed to comply with a court order issued in *NETT Appeal No. 8 of 22 Kyuna Neighbors Association & Another V. NEMA &3 others*. He was advised that his complaint was outside the Commission's mandate.	File closed
			JUDICIAL SERVICE COMMISSION			
1.	Schon Ahmed Noorani CAJ/JUD/001/2479/22-EMN	Male	Judicial Service Commission	Outside Mandate	Complainant alleged that he was a litigant in Nairobi High Court *Civil Case No. 317 of 2014 Jack and Jill*	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Supermarket v Victa Njuguna and that the presiding judge was biased towards him. He stated that he reported the bias to the Respondent but that the Respondent unfairly dismissed his complaint. The Complainant was advised that his complaint fell outside the commission's mandate	
NATIONAL POLICE SERVICE COMMISSION						
1.	Eliud Busienei CAJ/POL/015/4078/22-SAK	Male	National Police Service Commission	Unfair Treatment	A complaint against the National Police Service Commission for alleged unfair labour practices. Complainant alleged that he was employed by the Police Service in 1984, but developed of vitiligo in 1990 which to date he has not been compensated for as well as the fact, he continued to pay taxes despite his disability. Moreover, his pension was subjected to Tax. However, from the documents available he had not applied for tax exemption during those years of service. Complainant advised to lodge the matter directly with the National Police Service Commission for resolution	File closed.
COUNTY GOVERNMENT OF KAJIADO						

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Saddam Maalim CAJ/CG/KAJ/081/28/22-SAK	Male	County Government of Kajiado	Unlawful Official Conduct	A complaint regarding recruitment of Village Administrator at the County. Complainant alleged that the youth from Kajiado North had been sidelined for the position of Village Administrator. He also alleged that recruitment was conducted based on tribalism, nepotism and clan favoritism. The Muslim candidates from Kajiado county who had applied were also sidelined only one candidate was shortlisted out of 433 shortlisted candidates despite the fact the Muslim community are about 40% in the County. Complaint referred to the National Cohesion and Integration Commission	File closed.
COUNTY GOVERNMENT OF NAKURU						
1.	Naftali Kiberenge CAJJ/CG/NKR/063/31/22-SAK	Male	County Government of Nakuru	Unresponsive Official Conduct	A complaint regarding implementation of enforcement notices. The Complainant alleges that he is the proprietor of KAMARA/MAU SUMMIT BLOCK 6/257 HARAKA where third parties have illegally begun to construct buildings without his consent. Further, he alleges that he reported the matter to the County Government to	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					stop the construction but despite the County issuing orders to the third party, the construction continued unabated. Complainant advised to seek enforcement of his private rights through the judicial system.	
MINISTRY OF TRANSPORT, INFRASTRUCTURE HOUSING, URBAN DEVELOPMENT AND PUBLIC WORKS						
27.	Humphrey Odhiambo CAJ/M.TRA/004/521/22-SAK	Male	Ministry of Transport, Infrastructure Housing, Urban Development and Public Works	Manifest Injustice	A complaint regarding payment for services rendered. Complainant alleges that In February 2020, he signed a contract with the Ministry to render security services for the slum upgrading project. The agreement stated that they would be paid weekly at a rate of Kshs 1,500 per day. The contract was unfairly terminated in July 2020, and his arrears have not been settled. File closed since complainant did not have any documents to support his claim	File closed
28.	Gordon Odoyo Jorige CAJ/KSM/M.ROA/006/10/22-FL	Male	Ministry of Transport, Infrastructure, Housing, Urban Development & Public works	Unresponsive official conduct	Complainant alleges that Kenya Rural Roads Authority (KERRA) failed to settle dues owed to him whilst in employment as a Chainman in the construction of the Ekwanda-Luanda-Esirulo-Magada Road in Vihiga County. Complainant was	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					paid his employment dues upon the intervention of the Commission.	
29.	Anthony Kaimba CAJ/ELD/M.TRAN/004/014/2022-NK	Male	Ministry of Transport, Infrastructure, Housing & Public Works	Unresponsive official conduct	A complaint on allegations that National Transport Safety Authority (NTSA) has failed to effect the transfer of 7 motor vehicles registered in the name of the National Intelligence Services (NIS) that he purchased from a public auction. The transfer and registration of the motor vehicles in his name were effected following the Commission's intervention.	File closed
30.	Abigael Jelagat CAJ/KSM/ROA/006/9/22-FL	Female	Ministry of Transport, Infrastructure, Housing, Urban Development & Public works	Unresponsive official conduct	Complainant alleges that Kenya Rural Roads Authority (KERRA) failed to settle dues owed to her whilst in employment as an office assistant in the construction of the Ekwanda-Luanda-Esirulo-Magada Road in Vihiga County. Complainant was paid her employment dues upon the intervention of the Commission.	File closed.
KENYA RURAL ROADS AUTHORITY						
1.	Samuel Sane Ole Kitene CAJ/KERRA/006/204/2022-SAK	Male	Kenya Rural Roads Authority	Unresponsive Official Conduct	A complaint regarding road maintenance. The Complainant hails from Kiserian Town -Upper Matasia where Ole Koikai Road was excavated for construction by China Civil Engineering	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Company. The contractor left the road incomplete and in an unsafe state. Further. Whenever it rains, the road is impassable. The Complainant raised this matter with KERRA but no action was taken thereon. File closed following Satisfactory response received from KERRA	
KENYA URBAN ROADS AUTHORITY						
1.	Joseph Owino Ndede CAJ/KURA/006/192-SNK	Male	Kenya Urban Roads Authority	Delay	A complaint alleging delay in payment of wages due to several people by a Contractor who was engaged by KURA to construct a road in Siaya town. An inquiry was initiated and the matter resolved.	File closed.
POSTAL CORPORATION OF KENYA						
1.	William O. Onchiri CAJ/POSTA/023/211/22-SAK	Male	Postal Corporation of Kenya	Outside mandate (employment dispute)	A complaint regarding a disciplinary process. The Complainant was interdicted in April 2020 on allegations of malpractice, and subsequently charged in August 2020. In September 2020, he was invited to a disciplinary committee and consequently dismissed on 27th October 2020. After appealing in November 2020 he was reinstated vide the letter of 11th August 2021 on the condition that the time he	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					was on interdiction would not attract pay.	
			DIRECTORATE OF CHILDREN'S SERVICES			
1.	Mboya Kimanzi CAJ/HUD/KAJ/M.GEN/018/8/22-SAK	Male	Directorate of Children's Services	Inefficiency	A complaint against District Children's Office-Kajiado Central. The Complainant alleges that he was summoned by the Children Officers to attend a discussion on 4th April 2022 regarding welfare/maintenance/custody of his children. However, the officer refused to give the Complainant custody of the children. Complainant advised to seek judicial redress.	File closed.
			PUBLIC SERVICE COMMISSION			
1.	David Muriithi Kinyua CAJ/HUD/GPO/PSC/016/1/22-SAK	Male	Public Service Commission	Administrative Injustice	A complaint against the Public Service Commission regarding reinstatement to service. The Complainant sought reinstatement to service on 3rd May 2018 following his resignation for medical reasons. The Respondent responded vide the letter of 23rd December 2020 disallowing his appeal. Mr. Kinyua requested a review which was also disallowed vide letter dated 12th January 2022. The Complainant sought a review by the Commisison. Complainant advised in line	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					with the mandate of the Commission	
2.	David Kiptoo Kipchumba CAJ/PSC/023/209/22-SNK	Male	Public Service Commission	Unfair treatment	A Complaint expressing discontent with a waiver in an advertisement for the post of Deputy Director, Medical Laboratory, highlighting the illegalities in the same. Complaiinant was requested to furnish the Commission with a HR manual for ease of advice on his dismissal, but he failed to do so.	File closed.
NATIONAL YOUTH SERVICE						
1.	Judy Nyambura Muigai CAJ/NYS/031/107/2022-SAK	Female	National Youth Service	Unfair treatment	A complaint regarding unfair treatment. Complainant alleges that the Director General had treated her unfairly in handling her demotion, re-designation and transfer. Complainant opted to go to Court	File closed.
2.	Wairimu James CAJ/M.INT/062/1386/22-JMM	Female	National Youth Service	Outside Mandate	The Complainant alleged that he was never paid his dues after supplying goods to NYS. He was advised advised to pursue the matter in Court.	File Closed
KENYA DEVELOPMENT CORPORATION LTD (*KDC*)						
1.	Windsor Gold Hotel CAJ/KDC/024/54/2022-SAK	Organization	Kenya *Development* Corporation Ltd (*KDC*)	Outside mandate	A complaint regarding the tourism stimulus programme. On 23rd May, 2020, an eight point stimulus program was announced to counter the covid strain on the economy. The Government undertook to	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					provide soft loans to hotels and related establishments through the Tourism Finance Corporation (TFC). The Complainant did not agree with the conditions set by the Respondent. Complaint does not constitute administrative injustice	
			KENYA UTALII COLLEGE			
1.	David Kiganda CAJ/KUC/013/2312/2022-SAK	Male	Kenya Utalii College	Delay	A complaint regarding interdiction. The Complainant alleges that he was interdicted in September 2021, but to date he is yet to receive an outcome to the disciplinary process. Matter is before the court for adjudication.	File closed.
			DEDAN KIMATHI OF TECHNOLOGY UNIVERSITY			
1.	Muga Gabriel Ogweyo CAJ/M.EDU/013/2323/2022-SAK	Male	Dedan Kimathi University of Technology	Unfair Official Conduct	A complaint regarding expulsion. Complainant was expelled from the University for allegedly participating in a strike over fee hikes. He appealed against the expulsion and the University commuted the same to a suspension for three years. Upon further review in May 2022, the University reduced the duration of the suspension. Matter handled administratively	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Zilvester Ochieng Aoko CAJ/M.EDU/013/2322/2022-SAK	Male	Dedan Kimathi of Technology University	Unfair Official Conduct	A complaint regarding expulsion. Complainant was expelled from the University for allegedly participating in a strike over fee hikes. He appealed against the expulsion and the University commuted the same to a suspension for three years. Upon further review in May 2022, the University reduced the duration of the suspension. Matter was handled administratively	File closed.
NATIONAL HOSPITAL INSURANCE FUND						
1.	Ben Aggrey Muga Oselle CAJ/KSM/NHIF/012/63/22-WT	Male	National Hospital Insurance Fund	Administrative Injustice	Complainant alleged inaction by the National Hospital Insurance Fund, Kisumu branch office for failure to reverse a transaction of money which was deposited in the wrong account. He requested for redirection of the money to the correct account or a reversal of the transaction. Complaint resolved upon the intervention of the Commission and the amount reversed to the correct account.	File closed.
2.	Julia Wanjiru Mwangi	Female	National Hospital Insurance Fund	Unresponsive official conduct	Complainant alleged that he paid NHIF premiums to a wrong beneficiary. She	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/NHRR/M.MED/12/1/22-EM				reported to NHIF but it refused to transfer the premiums to the right beneficiary. NHIF called and explained that the said John Waitere had already utilized the premiums in hospital.	
			KISII COUNTY GOVERNMENT			
1.	Migere Moses Borniface and Hudson Onsembe CAJ/KSM/CG/KSI/078/17/22-FL	Group	Kisii County Government	Unfair official conduct	A complaint on allegations that the Kisii County Government had failed to effect promotions every three years and to pay arrears thereof. Complainants were advised that promotions in the public service are based on competitive recruitment and there were no such provisions for automatic promotions in either the Human Resource Development Policy for Public Service 2015 or the County Public Service Human Resource Manual.	File closed.
2.	Ososi Jared Bironga HUD/KSI/CG/KSI/078/30/22-WT	Male	County Government of Kisii	Delay	The Complainant who is a person living with disability registered as NCPWD/P/243037 allegedly filed for a renewal of his tax exemption in line with section 35 of the Persons With Disability Act which he was granted. However, there was delay in effecting this since it did not reflect in his payroll and he filed a complaint to	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					expedite the matter. Complaint closed after the Commission's intervention as the Respondent acted on the Complainant's issue.	
3.	Ososi Jared Bironga HUD/KSI/CG/KSI/078/30/22-WT	Male	County Government of Kisii	Delay	Complainant, who is a person living with disability registered as NCPWD/P/243037, allegedly filed for a renewal of his tax exemption in line with section 35 of the Persons With Disability Act which he was granted. However, there was delay in effecting this since it did not reflect in his payroll and he filed a complaint to expedite the matter. Complaint resolved upon the Commission's intervention as the Respondent acted on the Complainant's issue.	File closed.
KISII UNIVERSITY						
1.	Omondi & Co. Advocates CAJ/K.UNI/013/2266/22-FN	Organization	Kisii University	Outside Mandate	A complaint in which the Complainant who is a Deputy Vice Chancellor-Academics alleges that he was unfairly locked out of his office despite there being a court order issued against it in *Kisumu Civil Appeal E216/2021*. Complainant advised to seek legal advice as the matter is outside our mandate.	File closed
2.	Amondi & Co Advocates for Fredrick Wanyama	Organization	Kisii University	Outside Mandate	A complaint that the Respondent is unfairly	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/KUNI/013/2266/22-FN				treating the Complainant, who is an employee. The matter is currently in court *Kisumu Civil Appeal E216/2021*. Complainant advised follow up the matter in court to its logical conclusion	
COUNTY GOVERNMENT OF KISUMU						
1.	Raphael Mando Onyango CAJ/KSM/KIWASCO/009/43/22-FL	Male	County Government of Kisumu	Administrative Injustice	A complaint on allegations that Kisumu Water & Sanitation Company Limited (KIWASCO) unlawfully effected increased water charges to its customers in Kisumu County. Complaint closed as KIWASCO complied with the law whislt effecting the changes.	File closed
2.	Jenipher Ongade CAJ/KSM/KIWASCO/009/42/22-FL	Female	County Government of Kisumu	Administrative Injustice	A complaint on allegations that Kisumu Water & Sanitation Company Limited (KIWASCO) unlawfully effected increased water charges to its customers in Kisumu County. Complaint closed as KIWASCO complied with the law whislt effecting the changes.	File closed
3.	Elly Otieno CAJ/KSM/KIWASCO/009/44/22-FL	Male	County Government of Kisumu	Administrative Injustice	A complaint on allegations that Kisumu Water & Sanitation Company (KIWASCO) has unlawfully effected increased water charges to its customers in Kisumu County. Complaint	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					closed as KIWASCO complied with the law whislt effecting the changes.	
NATIONAL IRRIGATION BOARD						
1.	Bunge la Wazalendo CAJ/KSM/M.WAT/009/45/22-WT	Group	National Irrigation Board	Outside mandate (Corruption)	Complaint addressed to the Ethics and Anti-Corruption Commission against the National Irrigation Board on allegations of corruption, lack of public participation and failure to provide requisite information while implementing the lower Nzoia Irrigation Development Project. That due to inefficiency by the Board, the Communities living in the area had suffered as they were not consulted yet the project is constructed on their lands. Complainant advised to follow up with the Ethics and Anti-Corruption Commission.	File closed.
ETHICS AND ANTI-CORRUPTION COMMISSION						
1.	Alex Buigut CAJ/ELD/JUS/003/2022-NK	Male	Ethics and Anti-Corruption Commission	Administrative Injustice.	A complaint on allegations of dissatisfaction with EACC confiscating documents, title deeds and cash from Complainant's office following a search operation that was conducted on 19/5/2017 over investigations into misappropriation of funds by officials at the Nandi	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					County Government wherein he is a suspect. Complaint closed and Complainant advised that our mandate is limited in matters pending investigations.	
2.	Sammy Nzioka CAJ/PE/040/2638/22-JMM	Male	Ethics and Anti-Corruption Commission	Outside mandate	Complainant alleged that there had been unfairness in the manner in which a matter which he appears as defendant had been handled. File closed following advice to the complainant.	File closed
COUNTY GOVERNMENT OF NYANDARUA						
1.	Kihiu Ngubu Ngari CAJ/NHRR/CG/101/1/22-EM	Male	County Government of Nyandarua	Unresponsive Official Conduct	Complainant alleged that the County Attorney Nyandarua had taken his file to assist pro bono in a matter filed in court. The County Attorney never offered any assistance as promised. He wants the case file back so he can act in person in Court. The Commission intervened and the file was given back.	File closed
UNCLAIMED FINANCIAL ASSETS AUTHORITY						
1.	Janet Kaburia CAJ/IS/FI/000/025/22-MBA	Female	Unclaimed Financial Assets Authority	Delay	Complainant alleged that she is the mother to Justus Mwitilkiao who died in 2003 and that Mr. Mwitilkiao held shares in the Cooperative Bank of Kenya which were lastly valued at Ksh 142,800. That she followed up with the bank to claim her son's shares and was informed to contact	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the Respondent as the same had been forwarded to UFAA.The matter was conclusively resolved.	
COUNTY GOVERNMENT OF EMBU						
1.	Elizabeth Mukami Nyaga CAJ/ISL/CG/EMBU/089/002/22-MBA	Female	County Government of Embu	Outside Mandate	Complainant alleged that they were squatters who occupied land in Embu Municipality but were chased away from their land and not resettled anywhere or compensated. The matter is subject to Court proceedings.	File closed
2.	Thomas Nyaga Njagi HUD/EMBU/M.LAN/022/261/22-SNK	Male	Embu County Government	Outside mandate (Corruption)	A complaint alleging that Embu County Government officers were arresting hawkers, collecting money from them but little was being accounted for. The matter was referred to EACC for resolution.	File closed.
DEDAN KIMATHI UNIVERSITY						
1.	Samwel Chege Muiruri CAJ/013/2251/22-SNK	Male	Dedan Kimathi University	Delay	A complaint alleging delay by Dedan Kimathi Univerity in making overtime allowance to the Complainant for over nine years. The Complainant had not made claim to the University and was advised to do so before filing a complaint with the Commission.	File Closed.
COUNTY GOVERNMENTS						
1.	Saitati Wainaina CAJ/CG/140/1/2022-SNK	Group	County Governments	Inefficiemcy	A complaint alleging lack of promotions, failure to pay allowances and lack of	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					capacity building for TVETS staff/instructors. The complaint was referred to the State Department for Vocational and Technical Training for resolution	
ATTORNEY GENERAL						
1.	Alexander Muchunu Mukinyo for KERWA CAJ/AG/001/2464/2022-SNK	Group	Attorney General	delay	A complaint alleging delay in payment of decretal amount in *Nairobi ELRC No. 550 of 2013 -Peter B. Gichohi and others vs Attorney General*. The Complainant was advised to pursue execution through their lawyers who were actively involved in the case.	File closed.
ISIOLO COUNTY GOVERNMENT						
1.	Anonymous CAJ/CG/ISIOLO/049/61/22-SNK	Unclear	Isiolo County Government		A complaint alleging various administrative injustices at the Isiolo County Government including irregular recruitments, procurement, inconducive working environment, unpaid dues etc. The matter was being investigated by EACC and Office of the Auditor General hence Complainant was advised accordingly on the mandate of CAJ and limitation to look into matters under inquiry by another competent body.	File closed.
EGERTON UNIVERSITY						

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Geoffrey Kakai CAJ/EU/013/2310/22-SNK	Male	Egerton University	Delay	A complaint alleging that Egerton University was paying its staff 60% of their monthly salary since April 2020 and that the staff did not know the fate of their differed salaries. An inquiry was initiated and complaint closed upon receiving a response explaining the challenges the University was facing.	File closed.
			SPORTS KENYA			
1.	Winston Juma Odoyo CAJ/SK/031/103/22-SNK	Male	Sports Kenya	Unresponsive official conduct	A complaint alleging delay in payment of goods and services procured and delivered to Sports Kenya since 2016. The complaint was reffered to Public Procurement Regulatory Authority for resolution.	File closed.
			UNIVERSITY OF NAIROBI			
1.	David Mwendwa Wambua CAJ/013/2276/22-SNK	Male	University of Nairobi	Delay	A complaint alleging delay in academic awards by University of Nairobi which were due to the Complainant. An inquiry was initiated and matter resolved.	File closed.
			KENYA INDUSTRIAL ESTATE			
1.	Jacinta Wangui Gaitho CAJ/M.LAN/022/2248/22-SNK	Female	Kenya Industrial Estate	Delay	A complaint alleging that Kenya Industrial Estate was frustrating the discharge of a title which the Complainant's husband obtained a loan with even after clearance of the loan. Resolved.	File Closed.
			MINISTRY OF FINANCE			

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Dlaz Muasya CAJ/M.FIN/000/1415/22-SNK	Male	Ministry of Finance	Delay	A compliant alleging overcharging of loan interest and other hidden charges by Faulu Bank. The complaint was referred to Central Bank for resolution.	File closed.
			BUSINESS REGISTRATION SERVICES			
1.	Peter Kuria CAJ/BRS/001/2454/22-SNK	Male	Business Registration Services	Delay	A complaint alleging hacking of Complainant's e-citizen account relating to linking of Hotstar Investment Limited. An inquiry was initiated and the matter resolved.	File closed.
			KENYATTA NATIONAL HOSPITAL			
1.	Grace Muthenya HUD/GPO/PO/047/44/220-JMM	Female	Kenyatta National Hospital	Outside mandate	Complainant alleged that she was sexually assaulted by employees of Kenyatta National Hospital. She was advised to seek intervention from police.	File closed
			MIATHENE BOYS HIGH SCHOOL			
1.	Daniel Kinyua CAJ/M.EDU/013/2278/22-JMM	Male	Miathene Boys High School	Outside Mandate	Complainant alleged that he supplied some goods to Miathene Boys High School and his efforts for payment were futile. He was advised that his complaint was already in Court and did not fall within the Commission's mandate.	File closed
			CENTRAL DEPOSITORY & SETTLEMENT CORPORATION LTD.			
1.	Isaac Mwangi Njirata HUD/EMBU/CDSC/000/109/22-JMM	Male	Central Depository & Settlement corporation Ltd.	Outside Mandate	Complainant alleged that Nyaga Stockbrokers sold his shares. The matter is still pending in court.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
INDEPENDENT POLICING OVERSIGHT AUTHORITY						
1.	Ben Ngaii CAJ/PO/047/548/22-JMM	Male	Independent Policing Oversight Authority	Outside Mandate	The Complainant alleged that he requested for assistance from IPOA but was asked for a bribe. Complainant advised to report to EACC.	File closed
KENYA FARMERS ASSOCIATION LIMITED						
1.	Paul Maina Wanjohi CAJ/KFA/014/379/22-JMM	Male	Kenya Farmers Association Limited	Outside Mandate	Complainant alleged that he worked for Kenya Farmers Association Limited which declined to settle his dues. He was advised that his complaint related to a private entity and that the commission lacked the mandate to deal with matters relating to private entities.	File Closed
TECHNICAL UNIVERSITY OF KENYA						
1.	Gradus Wandera CAJ/TUK/013/2262/22-FN	Male	Technical University of Kenya	Outside mandate	Through a letter dated 24th January 2022 and copied to the Commission, the Complainant requested the Technical University of Kenya Academic Register to allow him to withdraw as a part-time student. Matter resolved	File closed,
COMMISSIONER OF INSURANCE						
1.	Renshield Insurance Agency Ltd CAJ/COI/000/1449/22-FN	Organization	Commissioner of Insurance	Outside Mandate	A complaint against the Commissioner of Insurance who is alleged to be abusing his office and is unprofessional in his conduct. The Complainant copied the Commission in a letter	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					addressed to the Insurance Regulatory Authority. Closed as the correct entity had been addressed.	
			ENGINEERS BOARD OF KENYA			
1.	Belindah C. Martha CAJ/MSA/M.ENE/021/74/2022-EM	Female	Engineers Board of Kenya	Delay	Complainant alleged inordinate delay by the Engineers Board of Kenya to process her application for registration as Graduate Engineer since February 2021. The Complainant paid requisite 4,000 fee and availed requisite documents but indicated that the application had not been processed. Initiated an inquiry which led to the registration of Complainant.	File closed
2.	Ferdinand Nyongesa CAJ/EBK/091/4/22-V.O.K	Male	Engineers Board of Kenya	Delay	The complainant alleged that he applied for registration as a graduate Engineer on 02.01.2020 but has not received a substantive response on the same. File was closed following receipt of satisfactory response from EBK.	File Closed
			COUNTY GOVERNMENT OF KILIFI			
1.	Rachael Kibuyi T/A RLC Services Limited CAJ/MSA/CG/KLF/103/19/2022-EM	Female	County Government of Kilifi	Delay	Complainant alleged delay at Kilifi Mariakani Water & Sewerage Co. (KIMAWASCO) Limited to process payment for goods supplied vide LPO No. 5415 in August 2021.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Initiated inquiry which led to successful resolution of the complaint.	
			COUNTY GOVERNMENT OF MOMBASA			
1.	Sidi Katana CAJ/MSA/CG/MSA/068/131/2022- EM	Female	County Government of Mombasa	Delay	Complainant alleged delay at County Government of Mombasa to process and pay her retirement benefits upon retiring from the then Mombasa Municipal Council in 2007 where she worked as a Toilet attendant since 25.10.1980. Given the nature of her contract & previous correspondence with the County Government of Mombasa on similar matters, complainant advised that her claim is moot.	File closed
2.	Kahindi Kazungu Menza CAJ/MSA/CG/MSA/068/132/2022- EM	Male	County Government of Mombasa	Delay	Complainant alleged delay at County Government of Mombasa to process and pay his retirement benefits upon retiring from the (then) Mombasa Municipal Council in June 2005 where he worked in the Public Health department vide PF/No. 4742, employed in 1978. Given the nature of her contract & previous correspondence with the County Government of Mombasa on similar matters, complainant advised that the claim is moot.	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
3.	Dancun Odhiambo T/A Biosystems Consultants Limited CAJ/MSA/CG/MSA/068/133/ 2022- EM	Male	County Government of Mombasa	Abuse of Power	Complainant alleged denial of building approvals and abuse of power by the CEC Lands, Planning & Housing and the County Planner apparently for refusing to pay a bribe to the county officials. Complainant advised to pursue matter in court as its already subject of Mombasa *Petition No. 32 of 2021.*	File closed
4.	Ali Nyamawi CAJ/MSA/CG/MSA/068/134/ 2022- EM	Male	County Government of Mombasa	Delay	Complainant alleged delay at County Government of Mombasa to process and pay his retirement benefits upon retiring from the then Mombasa Municipal Council in December 1998 where he worked as a Labourer vide PF/No. 5258. Given the nature of her contract & previous correspondence with the County Government of Mombasa on similar matters, complainant advised that the claim is moot.	File closed
5.	Mohamed Ali Mohamed CAJ/MSA/CG/MSA/068/135/ 2022- EM	Male	County Government of Mombasa	Unfair official conduct	Complainant alleged unfair labour practices at the County Government of Mombasa through issuance of short-term contracts of 3 months. He had been employed at Mbuta Model Health Centre in Likoni and sought advice on the legality of such practice. Complainant advised to raise	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					the concerns formally through the County Public Service Board for redress.	
PENSIONS DEPARTMENT						
1.	Abdallah Chimengi HUD/KWL/PEN/000/4/2022-EM	Male	Pensions Department	Delay	Complainant alleged delay at Pensions department to process and pay his benefits upon resigning from police service in 1993 while working at Ukwala police station. Legal advice offered on the non-entitlement to pension upon resignation at the time.	File closed
INDEPENDENT ELECTORAL AND BOUNDARIES COMMISSION						
1.	Aisha Hamisi Garashi & Another HUD/KWL/IEBC/026/1/2022-KC	Female	Independent Electoral and Boundaries Commission	Unfair official conduct	Complainants alleged unfairness by the IEBC-Matuga Office which ordered them to refund transport allowances paid to them as registration clerks during the Enhanced Continuous Voter Registration exercise undertaken in January 2022. Legal advice offered on the mandate of the IEBC on such matters.	File closed
2.	David Kimengere Waititu CAJ/IEBC/026/232/22-V.O.K	Male	Independent Electoral & Boundaries Commision	Outside mandate	Complainant issued general advice to the Chairperson of the Independent Electoral & Boundaries Commision. Closed s no complaint was disclosed.	File Closed
COUNTY GOVERNMENT OF TAITA TAVETA						
1.	Peter Senja Mwasi	Male	County Government of Taita Taveta	Unfair official conduct	Complainant stated that he worked for 26 years at the County Council of Taita	File closed

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	HUD/WND/CG/TVT/058/3/2022-EM				Taveta - Clerks office until 19th December 1997 when he retired. He was paid a lumpsum for the years of service but claimed he was not enrolled into the pension scheme. Legal advice rendered, that the complaint had lapsed.	
NATIONAL REGISTRATION BUREAU						
1.	Safari Kalume Mwagona CAJ/MSA/ATI/M.ICG/062/3/2022-EM	Male	National Registration Bureau	Access to Information	Complainant sought advice on how to rectify misleading information on his ID card which got lost and he sought a replacement at Huduma Centre Mombasa. He indicated that the new ID contained incorrect information on the village & location of residence. Legal advice rendered on the avenue to pursue to rectify the error.	File closed
2.	James Musembi Kele CAJ/MSA/ATI/NRB/003/1/2022-EM	Male	National Registration Bureau	Access to Information	Complainant sought legal advice on how to correct an anomaly on his name on the National ID which he indicated was wrongly captured as it was not consistent with his name on the birth certificate. Legal advice rendered as sought.	File closed

REFERRED COMPLAINTS

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
			REFERRALS			
			REFERRED TO JUDICIARY OMBUDSMAN			
1.	Shamira C. Chelanga CAJ/JUD/001/2472/22-EF	Female	Nakuru High Court	Delay	Complainant alleged undue delay in obtaining certified copies of typed proceedings at the Nakuru High Court Registry. Complaint referred to the Judiciary Ombudsman.	Referred to Judiciary Ombudsman
2.	Nicholas Mwiti & Others CAJ/M.HEA/012/594/22-FN	Group	Pharmacy & Poisons Board	Outside Mandate	Complaint regarding alleged delay in settling a matter that is currently in court, *Civil Application No. 140 of 2015* in the High Court of Kenya in Nairobi. The matter referred to the Judiciary Ombudsman.	File closed
3.	Nicholas Mwiti & Others CAJ/M.HEA/012/594/22-FN	Male	Pharmacy and Poisons Board	Delay	Complainant alleged that the Court delayed in deciding the issue raised by the complainant; ie that the Respondent had delayed to register the complainants as Pharmaceutical Technologists. Matter currently in Court - *Nairobi High Court Petition No. 140 of 2015.*	Referred to the Judiciary Ombudsman
4.	Stephen Kirema CAJ/ISL/JUD/001/063/22-MBA	Male	Judiciary	Outside mandate	Complainant alleged that he is a party in case number 117 of 2016 pending in Court and that there is inordinate delay in dispensing with the matter.	Referred to the Judiciary Ombudsman

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
5.	Sandip Singh CAJ/JUD/001/2459/22-V.O.K	Male	Judiciary	Delay	Complainant alleged delay in hearing of Nyeri High Court Criminal Appeal number 21 of 2021, Sandip Singh v Republic. Complaint was referred to the Judiciary Ombudsman for resolution.	Referred to the Judiciary Ombudsman
6.	Charles Karanja Wairimu CAJ/M.EDU/ELD//13/91/22-FL	Male	Judiciary	Delay	Complainant alleged that the Nakuru Chief Magistrate's Court delayed to hear and conclude his case, in which he was charged with the offence of illegal electricity connection. The case had been in court for 1 year and 3 months and was yet to be given a hearing date. Complainant referred to he Judiciary Ombudsman and also advised to raise his concerns before court when the matter comes up.	Referred to the Judiciary Ombudsman
7.	Peter Maina Mwaniki CAJ/JUD/001/2457/22-V.O.K	Male	Judiciary	Outside mandate. (Criminal)	Complainant alleged that corruption and impunity are rampant at the Milimani Law Court, decree section. He was referred to the Judiciary Ombudsman for resolution.	Complaint referred to the Judiciary Ombudsman for resolution.
8.	Afraha Education Development LTD CAJ/ELD/JUD/001/142/22-NK	Organization	Judiciary	Delay	A complaint on allegations that Eldoret High Court has delayed to render judgement in *Eldoret HCC 144 of 1999: Afraha Education Development v Loice Wangari.*	Complaint referred to the Judiciary Ombudsman for resolution.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
9.	Paul Kipchumba CAJ/ELD/JUD/001/143/22-NK	Male	Judiciary	Delay	A complaint on allegations that the Eldoret Children's Court has delayed to issue a ruling in *Children Case Number E131 of 2021*.	Compliant referred to the Judiciary Ombudsman for resolution.
10.	CAJ for a citizen CAJ/OM/7/201/2022-HO	Corporation	Judiciary	Manifest Injustice	A complaint via social media pages alleging a missing file at Thika Law Courts. The file in question is alleged to have disappeared after judgment was rendered on an appeal on 22nd September 2019.	File closed after referral to Judiciary Ombudsman.
11.	Isaac Kiprotich CAJ/JUD/001/2440/22-SNK	Male	Judiciary	Delay	A complaint alleging interference with the justice process in *Eldoret Case No 71 of 2015* wherein the Complainant's brother was murdered but the accused people arraigned in court were acquitted in 2019. Complaint referred to Judiciary Ombudsperson for resolution.	Complaint referred to the Judiciary Ombudsman for resolution.
12.	Luke Khasievera CAJ/JSC/001/2470/22-SNK	Male	Judiciary	Unlawful official conduct	A complaint alleging discrimination of candidates who had applied for the positions of court assistants based on age. Complaint referred to Judiciary Ombudsperson for resolution.	Complaint referred to the Judiciary Ombudsman for resolution.
13.	Rahab Muthoni CAJ/JUD/001/2439/22-SNK	Female	Judiciary	Delay	A complaint alleging delay in delivery of a judgement in Makindu Law Courts *Cr. Case*	Complaint referred to the Judiciary

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					No. 470 of 2018 since June 2019. Complaint referred to Judiciary Ombudsperson for resolution.	Ombudsman for resolution.
14.	Beth Muthoni CAJ/JUD/001/2443/22-V.O.K	Female	Judiciary	Delay	Complainant alleged that she filed a succession cause number 079 of 2021 at Embu Law Courts but the Statutory Notice of lodging of the cause had not been gazetted. She was advised to pursue the complaint with the Judiciary Ombudsman.	Complaint referred to the Judiciary Ombudsman for resolution.
REFERRED TO INTERNAL AFFAIRS UNIT						
1.	Eliud Maina Miano CAJ/POL/015/4101/22-FN	Male	National Police Service	Unfair treatment	Complainant sought justice regarding unfair treatment by the police. The complainant lodged a complaint at Baricho Police Station OB No. 17/17/3/2022	Referred to Internal Affairs Unit
2.	Wilston Churchil Bwana CAJ/NPS/015/4062/22-FN	Male	National Police Service	Delay	Complainant alleged that officers at Njoro Police Station are failed to act on an alleged eviction of one Emily Owuor from her property, having reported the matter under O.B No. 31/7/4/2019.	Referred to the Internal Affairs Unit
3.	Residents of Kwa-Mwea Village CAJ/EACC/026/236/22-EF	Group	National Police Service - Police at Narumoru Police Station	Unlawful conduct	Complainants alleged that the police refused to arrest and facilitate the prosecution of one Mr. Muriithi known to be a serial bang seller in the region. That the police received payment from the	Referred to National Police Service – Internal Affairs Unit

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					said bang seller in exchange for protection from prosecution. The complaint was raised with the Ethics and Anti-corruption Commission and copied to the Commission.	
4.	Mary Njeru CAJ/POL/015/4102/2022-SAK	Female	National Police Service – Officer Commanding Police Station, Ongata Rongai Police Station	Unlawful Official conduct	Complainant alleged that she had reported several cases including assault, malicious damage of property, kidnapping, arson and threats to the OCS for Ongata Rongai Police Station but he did not receive assistance, especially upon refusing to pay a bribe. The respondent allegedly went on to harass the complainant and threatened her when she complained about the demand for bribe. The OCS also refused to effect court orders regarding a rental dispute and failed to assist in the return of her property. Complaint duly before the Internal Affairs Unit.	Referred to the National Police Service – Internal Affairs Unit
5.	E. Kinyanjui & Co.Advocates CAJ/POL/015/4069/22	Corporate	National Police Service	Unfair Treatment	Complainant alleged that police officers harassed its client. The complaint was referred to the Internal Affairs Unit of the National Police Service for resolution.	Referred to the National Police Service – Internal Affairs Unit
REFERRED TO THE JUDICIAL SERVICE COMMISSION						

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Amkeni Wakulima CAJ/JUD/001/2242/22- FN	Organizatio n	Outside mandate	Unresponsive official conduct	Complainant alleged failure by the Chief Registrar of the Judiciary to employ court process servers for Hola Law Courts, the complaint was addressed to our office vide a letter dated 04/12/2021.	Referred to the Judicial Service Commission
REFERRED TO THE OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS						
1.	Elvis Lidava CAJ/POL/015/4072/22-FN	Male	National Police Service Office of the Director of Public Prosecutions	Maladministratio n	Complainant alleged that the Office of the Director of Public Prosecutions failed to prosecute a case of alleged defilement of a form two student which consequently led to her procuring an abortion which resulted in her death.	Referred to the Office of the Director of Public Prosecutions
2.	Rehema Yusuf CAJ/ISI/DPP/026/016/22-MBA	Female	Office of the Director of Public Prosecutions	Delay	Complainant alleged that she reported the theft of her motor vehicle on 6th November 2021. That the vehicle was found on 9th November 2021 and the suspects were subsequently apprehended. That there has been inordinate delay in prosecuting the matter.	Referred to Office of the Director of Public Prosecutions
3.	John Mbaabu CAJ/ISL/DPP/027/018/22-MBA	Male	Office of the Director of Public Prosecutions	Delay	Complainant alleged that his brother was killed in an accident involving a Kenya Defence Forces's vehicle. That while the driver of the vehicle was arrested and	Referred to the Office of the Director of Public Prosecutions

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					charged in Court. He has absconded and has not been arrested despite the issuance of a warrant of arrest. He is aggrieved by the delay in effecting the warrant of arrest	
4.	Linus Mugambi Kamundi CAJ/ISI/DPP/027/017/22-MBA	Male	Office of the Director of Public Prosecutions	Outside mandate	Complainant alleged that he was wrongly charged with the offence of obtaining by false pretence against the advice of the Meru County head of the ODPP who had advised that the complaint was civil in nature. He is aggrieved by the said decision.	Referred to Office of the Director of Public Prosecutions
5.	Irene Kimathi CAJ/ISI/JUD/001/064/22-MBA	Female	Judiciary	Incompetence	Complainant alleged that she had a court case in Meru law courts which went through a hearing until a judgment date was set. It was later referred for a fresh hearing.	Referred to Office of the Director of Public Prosecutions
6.	Maureen Oguta CAJ/POL/015/4087/22-EMN	Female	The Directorate of Criminal Investigations	Unfair official conduct	Complainant alleged that she had reported a case of murder to the respondent but that the police were interfering with evidence through manipulation of witnesses' statements.	Referred to the Director of Public Prosecutions
REFERRED TO THE CENTRAL BANK OF KENYA						
1.	Joyce Wanjiru CAJ/PE/040/2614/22-FN	Female	Private Entity	Outside mandate	Complainant alleged that Kingdom Bank overcharged a loan interest even after collecting money from the complainant.	Referred to the Central Bank of Kenya

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
REFERRED TO THE NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY AND THE COUNTY GOVERNMENT						
1.	Kelvin Kithendu Kioko CAJ/MIGC/062/1366-FN	Male	Ministry of Interior and Coordination of National Government	Unlawful official conduct	Complainant alleged that there was illegal sand harvesting in Mwingi Central, Kitui County under the watch of the public administration (no further details provided).	Referred to the National Environment Management Authority and the County Government of Kitui
REFERRED TO THE STATE DEPARTMENT OF INTERIOR						
1.	Elizabeth Ngwau John CAJ/PO/047/545/22-FN	Female	Public Officer – Chief, Mutungoni Location	Abuse of power	Complainant alleged that the Chief of Mutungoni Location in Kitui West abused her powers and had harassed her and family since 2013.	Referred to the State Department of Interior
REFERRED TO INDEPENDENT POLICING OVERSIGHT AUTHORITY						
1.	Eric Mokua Omobe CAJ/PO/047/540/22-FN	Male	Public Officers	Abuse of power	Complainant alleged alleged abuse of power by the complainant's area Chief and Officer Comanding Station. (No further details provided).	Referred to Independent Policing Oversight Authority
2.	John Sikanga Oluhano CAJ/POL/015/4103/22-FN	Male	National Police Service.	Unfair Treatment	A complaint in which the Complainant claimed that he was unfairly arrested and released. The Complainant had filed the same matter with IPOA and Inspector General of Police. Complaint was referred to IPOA for resolution.	File closed and Referred to Independent Policing Oversight Authority
3.	Anthony Nyauchi Obunga CAJ/POL/015/4075/22-SK	Male	National Police Service	Unresponsive Official Conduct	Complainant alleged that he was arrested by a Police Officer on 17th July 2021, locked in a cell at Green Park	File Closed; Complaint referred to

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Police Station, assaulted, and eventually released without being booked in the occurrence book.	IPOA for resolution
REFERRED TO PUBLIC SERVICE COMMISSION						
1.	Sankok Daniel Masaga CAJ/M.LAN/022/2241/22-FN	Male	Ministry of Lands and Physical Planning	Unfair treatment	Complainant alleged unfair transfer from the Ministry of Lands and Physical Planning to the Ministry of Water, Sanitation and Irrigation, as a Senior Clerk Officer. Complainant advised to lodge an appeal against transfer to the Public Service Commission.	Referred to the Public Service Commission
REFERRED TO IMMIGRATION DEPARTMENT						
1.	Philip Wangia CAJ/IMM/062/1374/22-SNK	Male	Immigration	Delay	Complainant alleged delay in issuance of a passport to his son who had obtained a study scholarship whereas time for assuming studies was lapsing.	Referred to the Immigration Department
2.	Victor M. Irungu CAJ/IMM/062/1376/22-SNK	Male	Immigration department	Inefficiency	A complaint alleging that the Complainant applied for a new passport to replace her old one in August 2021 and given tracking number 1110157643 but when she went to collect it, she was informed that the old one and which had her travelling visa was missing. The matter was referred to the Director Immigration and Registration of Persons for resolution.	Closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
REFERRED TO THE COUNTY COMMISSIONER						
1.	Shinda Adan CAJ/ISI/M.IGC/062/056/22-MBA	Female	Ministry of Interior and Coordination of National Government	Discourtesy	Complainant alleged that the Assistant County Commissioner, Sericho was handling a prolonged land dispute between members of a self-help group and one Ali Guyo which dispute had persisted. That the ACC in one of his briefs on the dispute to the County Commissioner and copied to other Government department cast aspersion on the character of the complainant without any proof.	Referred to the County Commissioner Isiolo
REFERRED TO NATIONAL COUNCIL FOR PERSONS LIVING WITH DISABILITY						
1.	Martha Achuma & Ibuku Joanina Areria CAJ/ISI/ATI/CG/ISIOLO/049/008/22-MBA	Group	National Council for Persons Living with Disability - Isiolo County	Delay	Complainants alleged that they are people living with disability who are registered by the Council. That the government promised to remit cash to their respective accounts for their up keep. They wanted to know if the government released the same.	Referred to National Council for Persons Living with Disability-Isiolo office on16.05.2022
REFERRED THE COMPLAINT TO OFFICER COMMANDING STATION						
1.	Hassan Shukri CAJ/ISL/POL/015/167/22-MBA	Male	National Police Service	Delay	Complainant alleged that he was assaulted by police officers. He reported the matter to the police and IPOA and he was denied a p3 form.	Referred the complaint to Officer Commanding Station - Isiolo on 02.06.22

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
REFERRED THE COMPLAINT TO NATIONAL LAND COMMISSION ALTERNATIVE DISPUTE RESOLUTION COMMITTEE						
1.	Veronica Karea Mbaya CAJ/ISL/M.LAN/022/082/22-MBA	Female	Ministry of Lands and Physical Planning		Complainant alleged delay in land dispute deliberations where her brother who is the administrator of her late father's estate has frustrated her inheritance. That the administrator of her late father's estate has refused to comply with the Court order and transfer her land portion to her.	Referred the complaint to National Land commission Alternative Dispute Resolution Committee Meru on 01.07.22
REFERRED TO DISTRICT LAND ADJUDICATION SECTION OFFICER						
1.	Mark Mukurukuthia CAJ/ISL/M.LAN/022/071/22 - MBA	Male	Ministry of Lands and Physical Planning		Complainant alleged that he is the bona fide owner of parcels number 2566 and 5098. That his neighbour forcefully took 43 points from his land. That the District Land Adjudication Section Officer Tigania East has granted the land to his neighbour and is aggrieved by the decision. The matter was conclusively addressed by Court in Judicial Review Case No. 37 of 2016. The complainant advised to follow up with the Court process.	Referred to District Land Adjudication Section Officer, Tigania East on 23.2.22
REFERRED TO THE NEAREST POLICE STATION						

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
1.	Wanjiru Wanjohi Gatundu CAJ/NHRR/M.LAN/022/12/22	Female	Ministry of Lands and Physical Planning	Abuse of power	Complainants alleged that the Chief's relatives were cultivating her land. The complainant was advised to report the trespass to the nearest police station.	Referred to the nearest police station
REFERRED TO KENYA FOREST SERVICE						
1.	Joseph Kamau Chege CAJ/NHRR/M.WIF/010/2/22	Female	Kenya Forest Service	Unresponsive official conduct	Complainant alleged that he wished to acquire land in the forest. He petitioned the Kenya Forest Service in Nyahururu which has not responded to him. He was displaced to the land parcel that he had acquired and occupied in the forest. Upon contacting the forestry officials, they requested that we refer the complainant to their office for further direction on the matter.	Referred to Kenya Forest Service
REFERRED TO THE DIRECTORATE OF CRIMINAL INVESTIGATIONS						
1.	Johana Wairidi Chege CAJ/NHRR/POL/015/1/22	Female	National Police Service	Delay	Complainant alleged that he was acquitted in 2007 of a murder case, but the Certificate of Good Conduct shows that he has a criminal record. However, he had not taken the necessary steps of supplying the Directorate of Criminal Investigations with the court proceedings so that they can update his records. He was advised to obtain certified proceedings and	Referred to the Directorate of Criminal Investigations -Kabaranet

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					supply them to the Directorate of Criminal Prosecutions.	
2.	John Mwaniki Njuguna CAJ/NHRR/PE/040/4/22	Male	Private entity	Outside mandate	The complainant alleged that his brother forged documents to effect a transfer. Legal advice offered.	Referred to the Directorate of Criminal Investigations-Rimuruti
REFERERRED TO THE ADVOCATES COMPLAINTS COMMISSION						
1.	Mary Njeri Nderu CAJ/NHRR/PE/040/10/22	Female	Private entity	Outside mandate	Complainant alleged that her daughter was involved in an accident and died. The case was conducted by a lawyer who received compensation from the insurance and failed to remit to the complainant's family. Referrred to the Advocates Complaints Committee.	Refererred to the Advocates Complaints Commission
2.	Beth Wambui Miringu CAJ/NHRR/PE/040/6/22	Female	Private entity	Outside mandate	Complainant alleged that the advocate handling her case was paid and refused to remit the money to her. Complainant advised to report to the Advocate complaints commission.	Referred to the Advocates Complaints commission
REFERRED TO THE NAIROBI METROPOLITAN SERVICES						
1.	Eliud Kogi Mwangi CAJ/NCC/060/351/22-EF	Male	Nairobi Metropolitan Services	Inefficiency	Complainant alleged failure by the Nairobi Metropolitan Services to effectively provide services and implement necessary development projects in Kawangware.	Referred to the Nairobi Metropolitan Services

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
REFERRED TO DIRECTOR CIVIL REGISTRATION SERVICES						
1.	Anonymous HUD/KAJ/ROP/001/187/22-EF	Unclear	Civil Registration Services Officers in Kajiado	Unlawful official conduct	Complainant alleged that the officers working in the Civil Registration Services Office in Kajiado have made it difficult for the residents to obtain birth certificates because they often frustrate them with the aim to corner them into giving bribe in exchange for services.	Referred to Director Civil Registration Services
REFERRED TO THE MINISTRY OF EDUCATION FOR RESOLUTION						
1.	Lenaikoi Elika CAJ/M.EDU/013/2273/22-V.O.K	Female	Moi Girls Secondary School	Unfair official conduct	Complainant alleged that she sat for her KCSE in 2010 but was not given her certificate and result slip by the Respondent. The complaint was referred to Ministry of Education for resolution.	Referred to the Ministry of Education for resolution
REFERRED TO THE KENYA RAILWAYS CORPORATION						
1.	Rosemary Mwangi CAJ/KR/004/522/22-EMN	Female	Kenya Railways Corporation	Inefficiency	Complainant alleged that she was travelling aboard the Madaraka Express when it stalled and that the respondent was discourteous to the passengers.	Referred to the Kenya Railways Corporation
REFERRED TO THE COUNTY GOVERNMENT OF NAIROBI CITY						
1.	Jean Damascene Kaberuka CAJ/NCC/005/517/2022-SAK	Male	Nairobi City County	Unfair official conduct	Complainant alleged non-payment of service gratuity. The complainant, a former employee of the County Government of Nairobi who served as a nurse and retired in December 2018, alleged that the respondent failed to	Referred to the County Government of Nairobi City

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					pay his gratuity after working for a period of 20 years. He also alleged that he was denied promotion and employed for a 3-year contract that was never renewed but he kept receiving payment as an employee for the 20 years. Matter being handled by the Nairobi City County.	
REFERRED TO THE NAKURU COUNTY LABOUR OFFICE FOR RESOLUTION						
1.	Ngecha Chili Josphat HUD/NKR/M.LAB/017/33/22-FL	Male	Ministry of Education	Unresponsive official conduct	Complainant alleged that the Egerton University Investment Company, a subsidiary of Egerton University, had failed to settle salary arrears and gratuity owed to him following services rendered to the Company as an employee on contractual basis.	Referred to the Nakuru County Labour Office for resolution
REFERRED TO THE NATIONAL GENDER AND EQUALITY COMMISSION						
1.	Carine Mwochi CAJ/PO/047/526/22-JMM	Female	Public Officer (Prof George Magoha)	Outside mandate	Complainant alleged that Prof Magoha was discriminating against lesbians and gays in schools. We referred the matter to NGEC. Outside mandate.	Closed

ONGOING COMPLAINTS

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
			PENSION DEPARTMENT			
1.	Irene Njeri for Egra Irima Mugo CAJ/PEN/000/1414/22-SK	Female	Pensions Department	Delay	Complainant alleged delay by Pensions Department in processing pension dues for the complainant's late husband under Pensioner No. APN 16634. She stated that she had made several follow ups with the Pensions Department but nothing had been done.	Inquiry ongoing
2.	Reginald Ingabo CAJ/PEN/000/1453.2022-FN	Male	Pension Department	Maladministration	The complainant alleged that the respondent unlawfully paid out money to Ms Rose Ndube who was the wife to his deceased father, Absalom Ingabo, yet the said Ms Ndube was already married to another person at the time of collecting the 'widows pension, contrary to the law. Pension Number 359963	Inquiry ongoing
3.	Philemon Ndayala CAJ/PEN/000/1457/2022-FN	Male	Pension Department	Unfair Treatment	The complainant alleged that he was treated harshly and felt harassed by officers within the Pensions department whenever he visits their offices to follow up on his pension, Pension Number 34878	Inquiry ongoing
4.	Owaga & Associates CAJ/PEN/000/1416/22-FN	Organisation	Pensions Department	Delay	The complainant alleged that she is the widow of the Late Emmanuel Okoth APN/	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					PC94055 is yet to receive the widow's pension since she applied for the same on 3rd June 2020	
5.	Mikal Aoko Ogolla CAJ/KSM/PEN/000/109/22-WT	Female	Pensions Department	Delay	The Complainant alleged that the respondent had delayed to process pension dues for the estate of Eliud Ogolla Aol of TSC No. 5039 and P/F No. 153866 wo retired in 2002 and entitled to retirement benefits based on 1997 Collective Bargaining Agreement (CBA). The complainant had been pursuing the matter from 2021 but they are yet to receive the pension dues.	Inquiry ongoing
6.	Linda Anyango Olwal CAJ/KSM/PEN/000/110/2022-WT	Female	Pensions Department	Delay	The Complainant alleged that the respondent had delayed to pay death gratuity for the estate of Jarateng Odindo Otonde to the wife Linda Anyango Ogolla which the Complainant had applied for the benefits in September 2021 and up to date she has not received the pay.	Inquiry ongoing
7.	Mikal Aoko Ogolla CAJ/KSM/PEN/00/109/22-WT	Female	Pensions Department	Delay	The complainant alleged that in the disbursement of the benefits of the late Eliud Ogolla Aol of Pensions No. 153866 and TSC No. 50349, who retired in 2002 and died in 2019 before receiving his benefits which included an	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					increment he was entitled to as part of teachers who retired between 1997 and 2002. The complainant indicated that the matter had been subjected to court proceedings between 2006 and 2009. The complainant however indicated that despite the court orders, the payment for the benefits had not been effected.	
8.	Anestis Adero Aderi CAJ/KSM/PEN/000/108/22-WT	Male	Pensions Department	Unresponsive official conduct	The complainant alleged that the respondent had stopped his monthly pension. He said that he is the widower of Irene Aluso Aderi who was, prior to her demise in 2016, receiving her monthly pension. The beneficiaries stopped to receive the pension payment. He wrote to the Pension Department to reinstate the payment vide a letter dated 2/7/2020 but had not received response.	Inquiry ongoing
9.	Pamellah Auma Ndinya CAJ/KSM/PEN/000/106/22-WT	Female	Pensions Department	Delay	The complainant alleged delay by the Pensions department to pay Pension dues to the estate of Paul Ochieng Amani, APN/PC 333742 upon his demise in 2019.	Inquiry ongoing
10.	Agnetta Adhiambo Odero CAJ/KSM/PEN/000/105/22-WT	Female	Pensions Department	Delay	The complainant alleged that the Pensions Department had	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					failed to pay her pension since 2018, APN/PC 322987.	
11.	Eliud Busienei CAJ/PEN/OOO/1424/22-EMN	Male	Pensions Department	Delay	The complainant alleged that he is living with disability and holder of NPWD No. NCPWD/P/485507. He said that the respondent taxed his pension despite having been notified that he was exempted from taxation courtesy of disability.	Inquiry ongoing
12.	Caroline Akoth Opiyo CAJ/PEN/000/1439/22-V.O.K	Female	Pensions Department	Delay	The complainant alleged that she applied for widow's pension in 2014 but has not received any payment.	Inquiry ongoing
13.	Kanenje Muchibi CAJ/PEN/000/1421/22-SK	Male	Pensions Department	Delay	The complainant alleged that the respondent had delayed to process and pay pension dues for Christopher Muchibi Kanenje APN /PC No.121113. He stated that he had been following up on the file movement and the same had stagnated at the payroll section since November 2021	Ongoing inquiry
14.	Agneta Onyango Opiyo CAJ/PEN/000/1440/2022-SK	Female	Pensions Department	Delay	The complainant alleged that the respondent had deayed to process their claim for pension/Widows and Children benefits owed to the estate of her late husband who passed on 3rd May 2016. She stated that she submitted all the relevant documents to the Pensions Department and	Ongoing inquiry

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					made several follow ups but there was no positive feedback.	
15.	George Ombewa CAJ/PEN/000/1406/21-SK	Male	National Treasury - Pensions Department	Delay	Complainant alleged delay by the Pensions Department to process pension dues to the complainant's mother who retired from service with the Ministry of Health on 31st May 1996.	Inquiry ongoing
16.	George Kaihura CAJ/ELD/FIN/000/36/22-NK	Male	Pensions Department	Delay	Complainant alleged that the Pensions Department failed to settle revised pension dues owed to him following the ruling in Nakuru High court Judicial Review Application Number 18 of 2012 directing the payment of accrued pension dues owed to the 1997 retired teachers.	Inquiry ongoing
17.	Johana Kipkorir Kigen CAJ/ ELD/FIN/0O0/34/22-NK	Male	Pensions Department	Delay	Complainant alleged delay by the Pensions Department to settle dues owed to him following his retirement from service ot the National Police Service.	Inquiry ongoing
18.	Mary Kemunto Moywaywa CAJ/ELD/FIN/000/35/22-NK	Female	Pensions Department - Ministry of Finance	Delay	Complainant alleged that the Pensions Department delayed to pay his pension and issue her with a pension file number following her retirement from service of the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Ministry of Health on 1/7/2020 who duly computed her dues and forwarded her file to the Pensions Department.	
19.	Kathia Morris Kobia IS/HUD/MFIN/000/007/22-MBA	Male	Pensions Department	Delay	Complainant alleged that he is the surviving son of the late Mr. Agostino Kobia who was a retired teacher-TSC NO.085990. That after the death of his father his pension benefits were not processed and this caused the family financial strain.	Inquiry ongoing
20.	Akidiva Dungani CAJ/ELD/FIN/000/37/22-FL	Male	Pensions Department	Delay	Complainant alleged that the Pensions Department delayed to settle dues owed to him as a beneficiary of the 1997 retired teachers ruling in Nakuru HCCC 65 of 2006.	Inquiry ongoing
21.	Susan Charo Wachenje HUD/WND/PEN/000/38/2022-EM	Female	Pensions Department	Delay	Complainant alleged delay at Pensions department to process her benefits (i.e. effect Court award on increments) for a group of teachers who retired between 1997-2007)	Inquiry ongoing
22.	Mariciana Wanyika Mcharo O/B Alfred Grogan HUD/WND/PEN/000/39/2022-KC	Female	Pension Department	Delay	Complainant alleged delay at the Pensions department to process benefits of her late husband (APN/PC 78819) in relation to the Court award on increments for group of teachers who retired between 1997-2007).	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
23.	Chrispine Moses Kililo Mwakio HUD/WND/PEN/000/40/2022-EM	Male	Pensions Department	Delay	Complainant alleged delay at the Pensions department to process his benefits (APN/PC 0000189793) in relation to the Court award on increments for group of teachers who retired between 1997-2007).	Inquiry ongoing
24.	Julius Ngure Mwanyia HUD/WND/PEN/000/42/2022-KC	Male	Pensions Department	Delay	Complainant alleged delay at Pensions department to process his benefits (APN/PC0000165065) in relation to the Court award on increments for group of teachers who retired between 1997-2007).	Inquiry ongoing
25.	Leah Mlale Mzae o/b Mzae Irungu Francis HUD/WND/PEN/000/43/2022-KC	Female	Pensions Department	Delay	Complainant alleged delay at Pensions department to process benefits of her late husband (APN/PC 188887) in relation to the Court award on increments for group of teachers who retired between 1997-2007).	Inquiry ongoing
26.	Peterson Mwata Mwadime HUD/WND/PEN/000/44/2022-KC	Male	Pensions Department	Delay	Complainant alleged delay at Pensions department to process his benefits (APN/PC 162959) in relation to the Court award on increments for group of teachers who retired between 1997-2007).	Inquiry ongoing
27.	Eunice Wakio Mwadime HUD/WND/PEN/000/45/2022-EM	Female	Pensions Department	Delay	Complainant alleged delay at Pensions department to process her benefits (APN/PC 173749) in relation to the Court award on increments for	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					group of teachers who retired between 1997-2007).	
28.	Berta Shali Wachenje o/b Narcis Wachenje Mwakiserere HUD/WND/PEN/000/46/2022-KC	Female	Pensions Department	Delay	Complainant alleged delay at Pensions department to process benefits of her late father, a retired teacher vide TSC No. 078890 in relation to the Court award on increments for group of teachers who retired between 1997-2007).	Inquiry ongoing
29.	Esther Wacharo Mwandembe o/b Polycarp Mwandembe HUD/WND/PEN/000/47/2022-EM	Female	Pensions Department	Delay	Complainant alleged delay at Pensions department to process the pension benefits of her late husband- Polycarp Mwandembe, a retired teacher effective 2004 (APN/PC No. 169350). The matter related to teachers who retired between 1997-2007 & filed matter in court due to non-payment of their pension dues.	Inquiry ongoing
30.	Gladys Wakiriro Mwagogo HUD/WND/PEN/000/48/2022-EM	Female	Pensions Department	Delay	Complainant alleged delay at Pensions department to process her benefits (APN/PC 0000092607) in relation to the Court award on increments for group of teachers who retired between 1997-2007).	Inquiry ongoing
31.	Naome Taluh John HUD/WND/PEN/000/49/2022-EM	Female	Pensions Department	Delay	Complainant alleged delay at the Pensions department to process her benefits (APN/PC 118408) in relation to the Court award on increments for	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					group of teachers who retired between 1997-2007).	
32.	Cecilia Lwawasi Shungula HUD/WND/PEN/000/50/2022-EM	Female	Pensions Department	Delay	Complainant alleged delay at the Pensions department to process her benefits (APN/PC 164301) in relation to the Court award on increments for group of teachers who retired between 1997-2007).	Inquiry ongoing
33.	Mwachiti Lugo Mwachiti HUD/KWL/PEN/000/3/2022-KC	Male	Pensions Department	Delay	Complainant alleged delay by the Pensions department in processing her benefits (APN/PC 0000209884) in relation to the Court award on increments for a group of teachers who retired between 1997-2007).	Inquiry ongoing
34.	George Kunga Ogal HUD/WND/PEN/000/51/2022-EM	Male	Pensions Department	Delay	Complainant alleged delay at Pensions department to process her benefits (APN/PC 170786) in relation to the Court award on increments for a group of teachers who retired between 1997-2007).	Inquiry ongoing
35.	Jedidah Wakio Mwameso HUD/WND/PEN/000/52/2022-EM	Female	Pensions Department	Delay	Complainant alleged delay by Pensions department to process and remit benefits due to her as the next of kin of Christopher Mwasho Kwanze who passed away in September 2015 (APN/PC No. 273956).	Inquiry ongoing
36.	Beatrice Wakio Maganya	Female	Pensions Department	Delay	Complainant alleged delay by Pensions department to remit pension benefits under	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	HUD/WND/PEN/000/53/2022-EM				the Widows & Children Benefit Scheme upon the demise of her husband - Waganya Mbela in 2018.	
37.	Lauzi Chonga CAJ/MSA/PEN/000/121/2022-EM	Female	Pensions Department	Delay	Complainant alleged delay in processing pension benefits upon the demise of her husband- Peter Chonga Kiti (APN/PC 41951) in June 1991 while working as a teacher.	Inquiry ongoing
38.	Jacob Ngosya CAJ/PEN/000/1452/2022-JMM	Male	Pensions Department	Delay	Complainant alleged that for a while he had followed up with the pensions department on payment of his dues without success.	Inquiry ongoing
39.	Timothy Anjili CAJ/PEN/000/1458/22-JMM	Male	Department of Pensions	Delay	Complainant alleged that he retired as a teacher in 2019 under the Teachers Service Commission and his Pension No. is APN/PC 355964. He had followed up severally with the Pensions Department on the release of his pension without success.	Inquiry ongoing
NATIONAL TREASURY						
1.	Joseph Mwalukumbi Kisombe HUD/WND/ATI/PEN/000/1/2022-EM	Male	National Treasury	Access to Information	Complainant alleged delay at National Treasury to furnish him with a copy of retirement letter for purposes of information on the computation of his gratuity upon retirement from the Pensions department. He claimed that he applied for a copy of the letter in	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					November 2021 but not availed.	
2.	John Njogu Macharia CAJ/ISL/FIN/000/027/22-MBA	Male	National Treasury - Pensions Department	Delay	Complainant alleged that he is a retired officer of the Kenya Defence Forces who was awarded 40% disability allowance for the injuries he sustained during an accident in a shooting range, but the Pensions Department had failed to uphold and adjust his pension appropriately.	Inquiry Ongoing
3.	Tabitha Kanario Ngera ISL/HUD/FIN/000/008/22-MBA	Female	National Treasury - Pensions Department	Delay	Complainant alleged that her husband who was working with the Kenya Defense Forces died in the year 2013 and the Pensions Department had not yet paid her dependants' benefits.	Inquiry ongoing
4.	Hillary Kosgei CAJ/PEN/000/1440/21-JMM	Male	National Treasury - Department of Pensions	Delay	Complainant alleged that he had followed up payment of pension benefits for long without success.	Inquiry ongoing
5.	Agnes Mukomunene CAJ/ISL/FIN/000/024/22-MBA	Female	National Treasury – Pensions Department	Delay	Complainant alleged that she was receiving her late husband's pensions through solutions Sacco until it was stopped for her to fill out requisite documents. Since filling out the documents she had not been paid.	Inquiry ongoing
6.	George Ndirangu Gichuki CAJ/PEN/00/1442/22-JMM	Male	National Treasury – Department of Pensions	Delay	Complainant alleged that the Pensions department had not released his pension benfits	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					despite having surrendered all the required documents.	
7.	Moris Kobia Kathia CAJ/PEN/000/1451/22-JMM	Male	National Treasury - Department of Pensions	Delay	Complainant alleged that he is a son of the late Agostino Kobia who retired while working for the Teachers Service Commission, TSC No. 085990, in 2001 and his Pension No. is 127651. That he had followed up payment of pension benefits without any success.	Inquiry ongoing
NATIONAL POLICE SERVICE COMMISSION						
1.	Moses Muthuvi CAJ/POL/015/4095/22-SNK	Male	National Police Service Commission	Unfair official conduct	Complainant alleged that he was forced to retire at the age of 60 years whereas he was entitled to retire at 65 years due to the fact that he is living with a disability.	Inquiry ongoing
2.	Andrew Mulunda Kisika CAJ/KSM/POL/015/633/22-WT	Male	National Police Service Commission	Unresponsive official conduct	The complainant alleged that the respondent had failed to to reinstate him to employment despite allowing his appeal and recommending his reinstatement to service vide a letter Ref. NPSC/1/8/VOL.XI (47) dated 22nd June 2015. The complainant had been employed by the then Kenya Police Force and worked until	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					1988 when his employment was terminated. He appealed to the then Commissioner General of Police and made several follow ups, but did not receive a substantive response to his appeal. His appeal was taken up by the National Police Service Commission upon its establishment and vide a letter Ref. NPSC/1/8/VOL.XI (47) dated 22nd June 2015, his appeal was allowed.	
3.	Martha Wanjiro Samuels CAJ/POL/015/4121/22-EMN	Female	National Police Service Commission	abuse of office	The complainant alleged that her daughter Ebbie Noelle Samuels who was a student at Gatanga CCM girls secondary died at school under mysterious circumstances. She said that as at the time of her death, PC Beatrice kiraguri who was the OCPD and residing at the school teachers quarters conspired with the Principal Gatanga CCM girls secondary and covered up her daughter's cause of death.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
4.	Patrick Kinoti Mugaa CAJ/POL/015/4112/22-EMN	Male	National Police Service Commission	Unfair Official Conduct	The complainant alleged that he is an Inspector of Police having been recruited into the force in February, 1991. He stated that on 7th, May, 2022 and in the course of his employment, he released two petty offenders and that as a result, he was unprocedurally arrested, detained at the Central Poiice Station and finally dismissed from service.	Inquiry ongoing
5.	Symon Kipchilis National Police Service CAJ/ELD/POL/015/168/22-NK	Male	National Police Service Commission	Unresponsive official conduct	Complainant alleged that the National Police Service Commission failed to update him on the outcome of his appeal against dismissal from service which he lodged on 17/9/2018.	Inquiry ongoing
6.	Commission on Administrative Justice for a Public Officer CAJ/OM/7/202/22-H.O	Organizatio n	National Police Service Commission	Unfair treatment	Complaint about delayed promotion and unfair treatment of an officer, emanating from a story appearing in sections of the print media. The officer who had received the Ombudsman Award for exemplary public service in 2017 and the Presidential honour of Order of the Grand Warrior in 2018 allegedly	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					stagnated in career progression despite his outstanding performance.	
7.	Diid Liban Wako CAJ/ISI/POL/015/164/22-MBA	Male	National Police Service Commission	Delay	Complainant alleged that he served as a police officer till his suspension from duty on September 2016, whereby he was suspended from the service on allegation that he was absent from duty without permission from April 18th 2016 to 29th July 2016.The suspension was based on orderly room proceedings at Sololo Sub-county Headquarters conducted in his absentia and at the material time of the alleged absenteeism he was admitted at Marsabit referral hospital suffering from cerebral malaria which persisted even after his discharge from the hospital. He lodged an appeal against the decision to suspend him but he has never been issued with an outcome of the appeal nor the final determination of the case.	Inquiry ongoing
NATIONAL POLICE SERVICE						
1.	Raphael Mulatya David HUD/KWL/POL/015/14/2022-KC	Male	National Police Service	Delay	Complainant alleged delay by the officers at Kwale Police station to investigate and take action against the suspects in	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					an incident of fraud reported vide OB No. 14/2/4/2021.	
2.	Charles Ebeiyo Eriya CAJ/NHRR/POL/015/3/22-EM	Male	National Police Service	Delay	The complainant has been continuously disturbed by an individual who gave false information to the police which stopped an ongoing succession process and that the Police failed to take action against the said individual. He was requested to supply further details on his complaint.	Inquiry ongoing
3.	David Mahati CAJ/NHRR/015/10/22- EM	Male	National Police Service	Unresponsiveness	The complainant alleges that he was assaulted by thugs and reported to the police station but that the police did not assist him. He was requested to supply further details on his complaint.	Inquiry ongoing
4.	RE. Philip Waweru Kuria CAJ/NHRR/015/11/22-EM	Male	National Police Service	Inaction	The complainant alleged that there were atrocities being committed in Kipipiri by Mungiki. He alleged that the same have been reported to Kipipiri police station without any assistance.He was requested to supply further details on his complaint.	Inquiry ongoing
5.	Grace Wanjiru Njeri CAJ/NHRR/POL/015/7/22-EM	Female	National Police Service	Unresponsiveness Official conduct	The complainant alleges that she was assaulted by her neighbor. She reported the case to police station and no action was taken.He was	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					requested to supply further details on her complaint.	
6.	George Gitie Twenderia CAJ/NHRR/POL/015/17/22-EM	Male	National Police Service	Unresponsiveness	The complainant alleged that his children were picked from school to go and serve in the church. He reported the case the police, chief and to the children welfare office who referred the case to OCS who has not acted. He was requested to supply further details on his complaint.	Inquiry ongoing
7.	Rufas Njogu K CAJ/NHRR/015/12/22-EM	Male	National Police Service	Unresponsiveness Official conduct	The complainant alleged that he was assaulted by his neighbor and reported to the police but that they had failed to investigate the matter and arrest the suspect.He was requested to supply further details on his complaint.	Inquiry ongoing
8.	Buluma Were Gerishom CAJ/KSM/NPS/015/639/22-WT	Male	National Police Service	Manifest Injustice	The Complainant alleged failure by the Webuye Police Station to investigate an assault case reported by the Complainant.	Inquiry ongoing
9.	Florence Atieno CAJ/KSM/NPS/015/643/22- WT	Female	National Police Service	Unresponsive official conduct	The Complainant alleged that Police officers from Ugunja Police station had failed to respond to and provide an update on the incident reported by the Complainant vide OB No. 27/15/06/2020.	Inquiry ongoing
10.	Henry Onani Sigumo CAJ/KSM/NPS/015/640/22-WT	Male	National Police Service	Delay	The Complainant alleged that the Police officers from Yala	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Police Station failed to produce the police file for OB NO 04/04/01/2021 in the Siaya Magistrates Criminal Case No. 55/2021; Republic vs John Ochieng Were which delay had caused the case to be adjourned severally as the file was needed to enable the prosecution of the case.	
11.	Gabriel Masatia -WT CAJ/KSM/NPS/015/642/22- WT	Male	National Police Service	Manifest injustice	The complainant alleged failure by the National Police Service to effect his promotion upon completion of the two-year' probation period in 2014. He said that he was a Police Informer at Maseno Police Station between 2012 and 2014 on voluntary basis, after which he was to be promoted to the rank of a Police Reservist. He has not promoted since then and equally never received his salary or allowance between 2014 and 2022 when he had been serving as a Police Informer, under ID No. 89114, File Ref: From STOPOL/MSNO/VILIOPS/PSNEL I.	Inquiry ongoing
12.	Jane Kemunto Ndege CAJ/KSM/POL/015/109/22- WT	Female	National Police Service	Unresponsive official conduct	The complainant alleged failure by Nyamaiya Police Station in Kisii County to investigate a missing person report that the Complainant	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					had been following up with the Police Station. The matter was reported under OB No. 7/22/12/2015.	
13.	Robert Obaigwa Monyancha CAJ/KSM/NPS/015/641/22- WT	Male	National Police Service	Unresponsive official conduct	The complainant alleged that failure by the Mosocho Police Station in Kisii County to investigate and make an arrest on the reported matter of malicious damage to property that was reported vide OB No.	Inquiry ongoing
14.	Blaise Otiato Alphonce CAJ/KSM/DCI/015/638/22-FL	Male	National Police Service	Delay	The complainant alleged that the Directorate of Criminal Investigations, Busia County had delayed to update him on the progress of a motor vehicle theft case he reported at the station vide OB Number 03/25/10/2018.	Inquiry ongoing
15.	Erastus Nyamwaya HUD/KSI/IPOA/015/108/22 – WT	Male	National Police Service	Delay	The complainant alleged inaction and/or delay by officers at the Matutu Police Station to apprehend suspects who had assaulted them in several occasions on different dates with OB Numbers taken on various dates including OB No.v13/21/12/21, 11/21/12/21, 12/21/12/21, 18/3/12/21, 08/07/06/2020, 08/12/10/2021.	Inquiry ongoing
16.	Sabina Kemunto Arori CAJ/KSM/POL/015/634/22-WT	Female	National Police Service	Improper official conduct	The complainant alleged that she made a criminal report to Mututu Police Station and the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					same was recorded as OB No. 9/4/1/2022 for the offence of stock theft & 14/7/1/2022 for the offence of assault. That the police arrested the suspects, but released them the following day without presenting them before a court of law.	
17.	Edwin Amani Andrew Ogada CAJ/POL/015/4109/2022-SAK	Male	National Police Service	Abuse of Power	The complainant alleged thathe lodged a complaint at Hola Police Station vide OB No. 34/17/8/2020, they reported a theft of 52 acres of cowpeas which were ready for harvest worth of Kshs 2.43 Million. However, the OCS has interfered with the same culminating with the release of the suspects without being taken to court. In December 2021, the ODPP ordered for the matter to be taken to court but the same has not been done.	Inquiry ongoing
18.	Mwanyiro Bezai Jackson CAJ/POL/015/4110/2022-SAK	Male	National Police Service		The complainant alleged that on the 26th March 2022, an employee of the County Government was caught stealing a street light. He was arrested and taken to Vijiweni Police Station, Likoni Sub-county. He was released after three hours on agreement that he would return and restore the stolen	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					lights. However, the complainant is aggrieved as the same is a criminal matter which ought to be prosecuted; moreover, the street light has not been repaired. The Complainat was advised to supply better particulars on his claim	
19.	David M. Kigara CAJ//015/4079/22-EMN	Male	National Police Service	Inaction	The complainant alleged that he was robbed of his motor bike registration number KMCL 023J and reported the matter to Sagana Police Station Under OB No. 21/24/03/20 but that the police failed to take action	Inquiry ongoing
20.	Frankline Kirui CAJ/POL/015/4098/22-EF	Male	National Police Service-Police Officers – Konoin Police Station	Unlawful official conduct	The complainant alleged that he was beaten by two police officers upon being arrested. The particulars are scanty; thus the complainant was asked to provide more information.	Inquiry ongoing
21.	Phillip Habakkuk Madiang' HUD/GPO/POL/015/186/22-EF	Male	The National Police Service - Funyula Police Station	Unresponsive conduct	The complainant alleged failure by the police to enforce an order of the court requiring them to ensure that property which is the subject matter of Busia CMCC No. 62 of 2018 is not demolished. The complainant was asked to provide supporting documents.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
22.	Guandaru Thuita & Company Advocates for Rose Nyambura CAJ/POL/015/4061/22-EF	Organisation	National Police Service - Police Officers-Shauri Moyo Police Station	Unlawful official conduct	The complainant alleged harassment and intimidation by the police officers at Shauri Moyo Police Station following her refusal to give in to their illegal demands for money termed as 'protection fee'. She alleges that the police officers have frequently stormed her bar & restaurant business establishments known as Kagongo-Ini Bar & Restaurant and Sigalagala Bar & Restaurant and arrested her staff or taken away her business licenses with the intention to falsify charges. The complaint has been addressed to the OCS and copied to the Commission alongside the IG-National Police Service and IPOA. The complainant was advised to pursue the matter with the IAU-NPS or IPOA and update the Commission within 60 days.	Inquiry ongoing
23.	Erick Ayieye CAJ/POL/015/4114/22-EF	Male	National Police Service - Police officers stationed at Ardhi House	Oppressive conduct	The complainant alleged that he visited the Lands Registry at Ardhi House where a lands officer was attending to him and a police officer stationed at the registry forcefully removed him from his seat and chased him out of the building without justifiable	Inquiry ongoing.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					cause. That the police officer did not want him to sit where the lands officer had allowed him to. The complaint has been lodged with the Inspector General of Police, thus the complainant was advised to follow up and update the Commission in 60 days' time.	
24.	Kilisho Ole Hillary CAJ/NPSC/015/4091/22-EF	Male	National Police Service	Unresponsive conduct	The complainant, a police officer, alleged that he was recommended for promotion after successfully undertaking relevant processes, but was dismissed from the promotion training course because of his disability and thereafter denied the promotion. He appealed to the Inspector General and subsequently to the National Police Service Commission but has not received a response.	Inquiry ongoing
25.	Kimamo Kuria Advocates CAJ/POL/015/4111/2022-V.O.K	Organisation	National Police Service	Unresponsive official conduct	The complainant alleged that the Officer Commanding Athi River Police Station has refused to comply with a lawful Court Order arising from *Mavoko MCELC/E006/2022 Kirsteen Holdings Limited v Francis Mwangangi Kyome & another.*	Inquiry ongoing
26.	Paul Mwangi Ndirangu CAJ/NPS/015/4065/22-V.O.K	Male	National Police Service	Unresponsive official conduct	The complainant alleged that he reported a case of theft to	Ongoing Inquiry

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Banita Patrol Base vide OB No. 02/17/12/2021, 1 suspect was arrested but was released under unclear circumstances.	
27.	Oduma Lawrence CAJ/ELD/POL/015/173/22-FL	Male	National Police Service	Unresponsive official conduct	Complainant alleged that the Police Officers attached to Langas Police Station, Uasin Gishu County, failed to update them on the outcome of investigations to destruction to property case that was referred to them by Pioneer Police station vide OB Number 13/13/5/2020	Inquiry ongoing
28.	Dickson Kandie CAJ/ ELD/POL/15/169/22-NK	Male	National Police Service	Delay	Complainant alleged that the Baringo County Police Commander failed to address a complaint on failure by the OCS Baringo Police Station to address his complaint of destruction of property that he reported at the station against one Alexander Kipngetich Kenda who is well known to him.	Inquiry ongoing
29.	Kenei and Associates Advocates LLP CAJ/POL/015/171/22-NK	Organizatio n	National Police Service	Unresponsive official conduct	Complainant alleged that the OCS of Langas Police Station, Uasin Gishu County failed to update them on the outcome of a forgery complaint lodged by their client-Sirikwa Squatters Group	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					vide OB Number 63/13/9/2021.	
30.	Maurice Otieno CAJ/ELD/POL/015/167/22-NK	Male	National Police Service	Unresponsive official conduct	Complainant alleged failure by the OCS Moi's Bridge Police Station, Uasin Gishu County to update him on the outcome of a fraudulent acquisition of land parcel number Moi's Bridge/Mooi's Bridge Block 14(Teldet)/94investigate a reported vide OB.NO.11/22/07/21.	Inquiry ongoing
31.	Ajira Julius CAJ/ELD/PO/047/8/22-FL	Male	National Police Service	Abuse of power	Complainant alleged that the OCPD Moiben Sub-County, Uasin Gishu County used his power to stop the arraignment of the Ward Administrator, Moiben Ward and Uasin Gishu County Enforcement Officers who had been arrested pursuant to a destruction of property case which he had reported at the Moiben Police Station vide OB Number 8/13/5/2022.	Inquiry ongoing
32.	Andrew Mwasicho Mdawida HUD/KWL/POL/015/15/2022-EM	Male	National Police Service	Delay	Complainant alleged delay by officers at Diani police station to conclude investigations and release his motor bike on allegations of operating without insurance. Claimed that matter had not	Inquiry ongoing

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					been forwarded to court since December 2021.	
33.	Mohamed Ajoftu Dahir CAJ/ISL/M.IGC/062/055/22-MBA	Male	National Police Service	Manifest injustice	Complainant alleged that he lives in Badana sub location where the Assistant Chief without due course attacked and killed some of his livestock due on the basis that they grazed around a disputed borehole. The matter was reported to the police station but no action was taken.	Inquiry ongoing
34.	Isaac Fondo Charo HUD/KWL/POL/015/16/2022-EM	Male	National Police service	Delay	Complainant alleged delay and/or inaction by police officers at Diani police station in an incident of house breaking & stealing which he reported on 3.2.2022 but culprits not arrested.	Inquiry ongoing
35.	Mackson Gonga Ngazi HUD/KWL/POL/015/17/2022-EM	Male	National Police Service	Delay	Complainant alleged delay and/or police inaction into an assault incident reported at Samburu Police post vide OB No. 4/23/1/2022. Claimed that he was assaulted by the Chief, Malomani location occasioned by an extra-marital affair between the Chief & his wife. Despite reporting, no action was taken.	Inquiry ongoing
36.	Mohamed Ali Hussein CAJ/ISL/POL/015/165/22-MBA	Male	National Police Service	Delay	Complainant alleged that people grabbed his plot no. ngaremara/gambela 31748 and erected structures, upon	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					which he reported the matter to the lands office. Later the perpetrators assaulted him causing serious bodily injuries and the matter was reported to the police, but no action was taken against the suspects despite being known.	
37.	Hassan Adan CAJ/ISL/POL/015/166/22-MBA	Male	National Police Service	Unlawful official conduct	Complainant alleged that his brother was involved in a road accident and the perpetrator was released on bond but was never arraigned in court. He had been pursuing prosecution of the perpetrator without success.	Inquiry ongoing
38.	Mealii Ali HUD/KWL/POL/015/18/2022-EM	Female	National Police Service – Kwale Police Station	Delay	Complainant alleged delay and/or police inaction at Kwale police station into an incident of use of abusive language/insults against her which she reported vide OB No. 20/26/4/22.	Inquiry ongoing
39.	Mwasi Mwawughanga Festus HUD/WND/POL/015/6/2022-EM	Male	National Police Service	Delay	Complainant alleged delay at Wundanyi police station to issue him with a police abstract concerning the death of his brother who sustained severe injuries in 2018 in the course of duty at a Kishushe Mining Co. in Voi, Taita Taveta County	Inquiry ongoing
40.	Rashid Abdallah Malingwa	Male	National Police Service	Delay	Complainant alleged delay of police investigations into an	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/POL/015/460/2022-KC				incident of attempted murder reported at Inuka police station vide OB No. 29/26/11/2021.	
41.	Lucas Musa Karabu CAJ/MSA/POL/015/461/2022-EM	Male	National Police Service	Delay	Complainant alleged delay by officers at Changamwe police station to take action in an incident of assault by a police officer attached at Mjambere Police Post which he reported vide OB No. 14/15/1/2022.	Inquiry ongoing
42.	Joswa Oguna Wandedha CAJ/MSA/POL/015/462/2022-EM	Male	National Police Service	Delay	Complainant alleged delay at Likoni police station to conclude investigations and take action in a traffic incident reported vide OB No. 23/29/1/2022 where the complainant was knocked down by a Motor cycle occasioning varied degree of injuries.	Inquiry ongoing
43.	Joyce Charo Masha CAJ/MSA/POL/015/464/2022-EM	Female	National Police Service	Delay	Complainant alleged inordinate delay in the conclusion of Inquest proceedings No. 16 of 2020 at Kilifi Law court following the death of her daughter-Margaret Shukrani Masha, aged 16, while in custody at Bamba police station, Kilifi County.	Inquiry ongoing
44.	Mary Wanjiru Wanyoike CAJ/MSA/POL/015/465/2022-EM	Female	National Police Service-Githunguri Police Station	Delay	Complainant alleged inordinate delay at Githunguri police station, Kiambu County	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to conclude police investigations and take appropriate action in an incident of fraudulent dealings and unauthorized transactions on her mother's bank account No. 002000033960 at Family Bank. Matter reported vide OB No. 57/22/8/2018 but yet to be concluded.	
45.	Johnson Manane CAJ/MSA/POL/015/468/2022-EM	Male	National Police Service	Delay	Complainant alleged delay at Mikindani Police Station to take action in an assault incident reported vide OB No. 33/28/01/2022.	Inquiry Ongoing
46.	Fredrick Mwenda Kalia CAJ/MSA/POL/015/470/2022-KC	Male	National Police Service	Unresponsive official conduct	Complainant alleged police inaction into an incident of forgery and obtaining money by false pretense reported at Lare Police station vide OB No. 18/31/8/2018.	Inquiry ongoing
47.	Graham Karuga CAJ/NPS/01/4069/22-JMM	Male	National Police Service	Unfair official conduct	Complainant alleged that he was unfairly dismissed from service.	Inquiry ongoing
48.	Clinton Mesa Gekonge CAJ/POL/015/4076/22-SNK	Male	National Police Service	Unresponsive official conduct	Complainant alleged that his shop was broken into and his goods were stolen. He lodged a report at the Kasarani Police Station vide OB No. 99/03/10/202 but no action was taken to arraign the suspect in court.	Inquiry ongoing
49.	Patrick Mutunga CAJ/POL/015/4100/22-SNK	Male	National Police Service	Unresponsive official conduct	Complainant alleged lack of investigation on an offence	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					reported at Masii Police Station vide OB No. 16/16/2/2022.	
50.	Kabiri Kimari CAJ/POL/015/4066/22-SNK	Male	National Police Service	Delay	Complainant alleged delay in effecting arrest and arraignment to court of a suspect in a complaint lodged at Nyakiaga Police Station in Nyeri County vide OB No 13/02/11/2021.	Inquiry ongoing
51.	David Biketi Baraza CAJ/NPS/015/4071/22-SNK	Male	National Police Service	Delay	Complainant alleged delay in investigation of a complaint lodged at Kayole Police Station vide Ob no. 22/01/02/2022.	Inquiry ongoing
52.	Stanley Mugambi CAJ/ISL/POL/015/163/22-MBA	Male	National Police Service	Unresponsive official conduct	Complainant alleged that his late father was arrested and taken to Meru GK prison where he lost his life in an unclear situation. The police refused to investigate the situation leading to his death.	Inquiry ongoing
OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS						
1.	Dennis Masai Mazera & 30 Others CAJ/MSA/ATI/ODPP/027/2/2022-KC	Male	Office of the Director of Public Prosecutions	Access to Information	Complainants alleged delay in issuance of copies of charge sheets, witness statements and other documentary evidence by the ODPP, Kilifi to enable them prepare for their defense cases appropriately. They had been charged with varied offences ranging from threatening to kill, stealing	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					and sexual offences and currently, on remand at Kilifi GK prison.	
2.	Casten Berindi Mwende CAJ/ODPP/027/267/2022-FN	Male	The Office of the Director of Public Prosecutions	Unresponsive official conduct	The complainant alleged that the respondent had failed/neglected to prosecute a matter which was forwarded by Investigation officers from Langata Police station OB No. 28/10/4/22	Inquiry ongoing
3.	Ngugi & Wamuyu Advocates CAJ/ODP/027/254/22-FN	Organisation	Office of the Director of Public Prosecution	Unfair treatment	The Complainant alleged illegal acquisition and registration of the complainant's parcel of land LR No. LONGONOT/KIJABE/BLOCK 3/414 ,in collusion with the office of DPP	Inquiry ongoing
4.	Francis Njenga Ngatia CAJ/NHRR/DPP/027/1/22-EM	Male	Office of the Director of Public Prosecution	Abuse of power	The complainant alleged that a prosecutor at the Nyahururu law courts has failed to give him documents he had given him to file a succession petition. He sought to have his documents to enable him file a successions petition in court. The matter was referred to the Office of the Director of Public Prosecution and the complainant advised to update the Commission of the developments therein	Inquiry ongoing
5.	Esther Nyambura Mukuria CAJ/NHRR/POL/015/2/22-EM	Female	Office of the Director of Public Prosecution	Delay	The complainant alleged that she reported a case of defilement at Losogwa police	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					station. The file was forwarded the office of the ODPP who have not responded for a year. She wants the office of the prosecutor to inform her whether the accused persons will be prosecuted.	
6.	Julius Onkwale CAJ/KSM/ODPP/027/50/22-WT	Male	Office of The Director of Public Prosecutions	Unresponsive official Conduct	The complainant alleged unresponsiveness by the Office of the Director of Public Prosecutions (ODPP), Kisumu to make its decision on a review of the decision of the ODPP Kisii not to prosecute a matter. The case had been reported to Nyanjwa Police Station in Kisii County, OB No. 46/22/11/21 who upon investigation forwarded the file to the ODPP Kisii. The ODPP, Kisii declined to prosecute the matter and the complainant appealed to ODPP, Kisumu in April 2022 to review the decision of the ODPP, Kisiii. He was later informed by the ODPP, Kisumu that the matter had been further forwarded to the ODPP, Headquarters in May for further review and advice.	Inquiry ongoing
7.	Elizabeth Muhati CAJ/ODPP/027/253/22-EMN	Female	The Office of the Director of Public Prosecutions	Delay	The complainant alleged that she wrote to the respondent over an alleged offence of bigamy but that the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					respondent had failed to prosecute the culprit.	
8.	Michael Mungah CAJ/ODPP/027/265/22-EF	Male	Office of the Director of Public Prosecutions	Delay	The complainant alleged that his two children were assaulted by teachers at school and he reported the case to the police at Londiani Police Station, after which the matter was taken up by the Regional Prosecutor-Nakuru. That since September 2019 the case has not been filed in court despite undertaking by the said officer.	Inquiry ongoing
9.	Yannick Kamate Mutshipay CAJ/ODPP/027/268/22-V.O.K	Male	Office of the Director of Public Prosecutions	Delay	The complainant alleged that there is delay in hearing and determination of JKIA Law Court Criminal Case number 3 of 2020, *R v Yannick Kamate Mutshipay*, occasioned by the prosecution.	Inquiry ongoing
ENGINEERS BOARD OF KENYA						
1.	Ainea Ragen CAJ/MSA/ATI/M.ENE/021/1/2022-EM	Male	Engineers Board of Kenya	Access to Information	Complainant alleged denial of information on building codes by a private developer on Plot No. 1417 at Mwembelegeza scheme in Mombasa.	Inquiry ongoing
COUNTY GOVERNMENT OF MOMBASA						
1.	Muslim For Human Rights (MUHURI) CAJ/MSA/ATI/CG/MSA/068/10/2022-KC	Organization	County Government of Mombasa	Access to Information	Complainant sought information on the distribution of housing units and criteria thereof concerning the ongoing County Urban	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Housing project at Buxton, Mombasa.	
2.	John Muturi Mberia & 4 Others CAJ/MSA/CG/MSA/068/136/2022-KC	Male	County Government of Mombasa	Unfair official conduct	Complainants alleged unfairness by the Coast General Teaching & Referral Hospital management following its decision to unilaterally lift the waiver on medical charges for inmates by dint of letter dated 1.3.2022. Inmates were now required to pay for medical treatment which they could not afford given their circumstances.	Inquiry ongoing
3.	Alice Atieno Ooko CAJ/MSA/CG/MSA/068/137/2022- EM	Female	County Government of Mombasa	Abuse of power	Complainant alleged constant harassment and illegal seizure of her business wares and equipment by County askaris on 7.5.2022 at Mama Ngina Water Front where she operated a food kiosk. She indicated this happened despite having obtained all requisite clearances including the COVID-19 vaccination certificate. She reported the incident at Central Police Station vide OB NO. 50/9/5/2022.	Inquiry ongoing
UNCLAIMED FINANCIAL ASSETS AUTHORITY						
1.	Chrispine Moses Kililo Mwakio HUD/WND/M.FIN/000/41/2022-EM	Male	Unclaimed Financial Assets Authority	Delay	Complainant alleged delay at Unclaimed Financial Assets Authority to remit dividends	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					accrued at his Cooperative bank account since 2019.	
2.	Pinkline Investments Limited CAJ/UFAA/000/1344/22-V.O.K	Organisation	Unclaimed Financial Assets Authority	Unresponsive official conduct	The complainant alleged that it lodged a claim with the Respondent on 18.10.2021 but has not been paid.	Inquiry ongoing
3.	Austine Oduor Otieno HUD/GPO/000/108/22-EF	Male	Unclaimed Financial Assets Authority	Delay	The complainant alleged that the Unclaimed Financial Assets Authority has delayed to release money which constitutes the estate of his deceased father, despite directions by the Office of the Public Trustee to do so. It has been noted that the Authority had sought verification of the directive from the Public Trustee, which verification was provided 1 week before the complaint was lodged. The complainant was advised to give them 30 days to act and update the Commission upon lapse thereof.	Inquiry ongoing.
NATIONAL COUNCIL FOR PERSONS LIVING WITH DISABILITY						
1.	Mwinyi Ali Mwambondo HUD/KWL/M.LAB/017/8/2022-KC	Male	National Council for Persons Living with Disability	Delay	Complainant alleged delay by the National Council for Persons Living with Disability, Kwale office in processing and issuing him with a registration card since 2012.	Inquiry ongoing
2.	Abdurahim Bakathir CAJ/NCPWD/018/131/22-FN	Male	National Council for Persons with Disabilities	Unfair treatment	The complainant alleged that he is a person living with disability has been victimized and that Independent	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Policing Oversight Authority has not responded to his complaint. He was requested to supply further details on his complaint	
3.	Andrew Mwasicho Mdawida o/b Ali Ruwa HUD/KWL/M.LAB/017/11/2022 -KC	Male	National Council for Persons Living with Disability	Delay	Complainant alleged delay in the processing and issuance of a registration card which he applied in July 2018 at the Council's Kinango office.	Inquiry ongoing
4.	Muli Nguli Mutio HUD/KWL/M.LAB/017/12/2022 -EM	Male	National Council for Persons Living with Disability	Delay	Complainant alleged delay at the Council's Kwale office to register and issue him with a registration card. He claimed that he had made numerous visits to the office but not assisted accordingly.	Inquiry ongoing
NATIONAL LAND COMMISSION						
1.	Shukran Ali Nyamawi & 3 Others CAJ/MSA/NLC/022/311/2022-EM	Group	National Land Commission	Delay	Complainants alleged inordinate delay by the National Land Commission to process compensation for land parcels acquired in Mpirani village (KCC) Mombasa for purposes of establishment of the SGR since 2015.	Inquiry ongoing
2.	Rishardy Hela Mkuva CAJ/NLC/022/2290/22-SAK	Male	National Land Commission	Unresponsive Official Conduct	A complaint regarding land acquisition. Complainant alleged that the National Land Commission has failed to compensate him after his land was compulsorily acquired by the Kenya National Highways	File closed.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Authority to build the Mariakani-Mombasa Road. The complainant is owner of Plot No. 2111 in Mariakani along the Mariakani-Mombasa main road. NLC alleges that the plot is within the 60mtrs road reserve, but he has formally applied for compensation. Matter referred to the NLC for resolution.	
3.	Catherine Njuguna CAJ/NLC/022/2267/22-FN	Female	National Land Commission	Unresponsive Official Conduct	The complainant alleged that the respondent had failed/refused to pay the complainant her dues as a result of compensation for her land that was compulsorily acquired for the construction of the SGR – LONGONOT/KIJABE BLOCK 2/430. She was requested to supply further details on hercomplaint	Inquiry ongoing
4.	Gichuki Wahome CAJ/NLC/022/227/22-SAK	Male	National Land Commission	Unresponsive Official Conduct	The complainant alleges that his Father was allocated the parcel No Naivasha/Kiambogo/2161 in 1985 where he duly paid all necessary charges resulting in the Transfer of Land in Settlement in 2017 and eventually a Title Deed in 2019. However, when he began the process of	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					succession and subdivision it was discovered that on the map. Parcel 2161 was in another location and the parcel thy occupied was not even allocated a parcel number as it was a "rocky area". He was advised to follow up with the National Land Commission and update the Commission	
5.	Ruiru Sports Club CAJ/NLC/022/2256/22-EF	Organisation	National Land Commission	Unlawful official conduct	The complainant alleged that the respondent had undertaken to pay compensation to people who do not have title to any portion of land compulsorily acquired from the complainant. That the title purported to have been held by the said people over a portion of the acquired land was declared null and void by the court and that the complainant was declared the sole proprietor of the entire land. The complainant was requested for supporting documents.	Inquiry ongoing
6.	Grace Hicks for Annie Wangari Kibe CAJ/NLC/022/2303/22-V.O.K	Female	National Land Commission	Delay	The complainant alleged that her mother was allocated a parcel of land by the defunct Municipal Council of Kiambu in 1992 but has not been issued with title documents for the same.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
7.	Riziki Kadhoka Wanguu CAJ/NLC/022/2276/2022-SK	Female	National Land Commission	Delay	The complcinant alleged that the respondent had delayed to compensate the complainant following acquisition of her land for construction of the Standard Gauge Railway.	Ongoing inquiry
8.	Amina Hassan Saidi CAJ/ISL/M.LAN/022/073/23 - MBA	Female	National Land Commission	Delay	Complainant alleged that she was allotted a piece of land registered as p/no.c-1003in Chechelesi area and the County Lands Office confirmed her ownership. That her neighbor known to her as Mr. Hussein annexed part of her land and erected some permanent structures, and when she made a complaint to the Chief Officer of Land Physical Planning and Urban Development, he visited the area and confirmed the said illegal structures erected on her land and ordered the respondent to stop any kind of development on the land. The order was disregarded by the neighbour. She reported the matter to the lands office and resolution is still pending.	Inquiry ongoing
9.	Charity Nyoroka CAJ/ISL/M.LAN/022/078/22- MBA	Female	National Land Commission	Delay	Complainant alleged that she owns a parcel of land which she vacated during civil clashes and when she went back she found the land occupied by another person	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					and allocated a different plot number. The matter was reported to the National Land Commission's Alternative Dispute Resolution Committee but was yet to be resolved.	
10.	Francis Muriungi CAJ/ISL/M.LAN/022/079/22-MBA	Male	National Land Commission	Delay	Complainant alleged that he owns a parcel of land that had no access road leading to the main road, becasue his relative had blocked the access. The matter had been reported to the National Land Commission's Alternative Dispute Resolution Committee but was yet to be resolved.	Inquiry ongoing
11.	Suleiman Isaac Girole CAJ/ISI/M.LAN/022/075/22-MBA	Male	National Land Commission	Delay	Complainant alleged that his late father was the bona fide owner of parcel number 259 Kambi Garba Isiolo measuring an acre and that persons known to him encroached on their land and erected a perimeter wall. They reported the matter to the National Land Commission's Alternative Dispute Resolution Committee but the dispute was not yet resolved.	Inquiry ongoing
MINISTRY OF LANDS AND PHYSICAL PLANNING						
1.	Salim Mwarandani HUD/KWL/M.LAN/022/13/2022-EM	Male	Ministry of Lands and Physical Planning	Abuse of power	Complainant alleged irregular and unlawful transfer of title of land parcel No. Ngombeni Adjudication/666 to a stranger through collusion with	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					land officials at Kwale land registry.	
2.	Alice Wangui Mwaniki CAJ/M.LAN/022/2302/22-FN	Female	Ministry of Lands and Physical Planning	Administrative Injustice	The complainant alleged that his file in respect to to Land Reference No. 28318/15 within Nairobi Lands Registry has been said to be 'missing' The complainant has visited the registry severally without any assistance	Inquiry ongoing
3.	Moses Musengeti CAJ/M.LAN/022/2282/22-FN	Male	Ministry of Lands and Physical Planning	Delay	The complainant alleged that the Respondent has delayed in processing his application for registration of Charge relating to Land Ref NO. E1Block 6 on Title No. LR 3577/102. The Application was made on 2nd December 2021	Inquiry ongoing
4.	Anonymous (Hassan Sumba) CAJ/MIN.LAN/022/2246/22-FN	Male	Ministry of Lands and Physical Planning	Delay	The complainant alleged that the Lands Registry in Kakamega has delayed in issuing him with a Title Deed he made an application on 6th January 2022. He was requested to supply further details on his complaint	Inquiry Ongoing
5.	Andrew Omboto CAJ/M.LAN/022/2259//22-FN	Male	Ministry of Lands & Physical Planning	Unresponsive official conduct	The complainant alleged that he had been unable to obtain verification of his property LR NAIROBI/BLOCK/140/088 From the Ardhi Sasa portal.	Inquiry ongoing
6.	Anne Wanjiru Kimotho CAJ/M.LAN/022/2263/22-FN	Female	Ministry of Lands & Physical Planning	Delay	The complainant alleged that she unsuccessfully sought for the map of the area	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					surrounding land parcel Mwiruba/Mukore/2748 from the Kirinyaga Land Registry	
7.	Dr. Wachira Munanda Primary school	Organizatio n	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	The Complainant alleged that they applied to have tittle documents to the school n 2018. They forwarded thee relevant transfer documents to the cabinet secretary for execution but the lands office has not released the transfer documents till date despite requests by the National Land Commission.	Inquiry ongoing
8.	Kennedy Ngure Kariuki CAJ/NHRR/M.LAN/022/11/22- EM	Male	Ministry of Lands and Physical Planning	Delay	The complainant alleged that he has been denied a land search by the land registrar of Nyandarua who is rude and abusive. He was requested to supply further details on his complaint.	Inquiry ongoing
9.	Hannah Wanjiru Kamau CAJ/NHRR/M.LAN/022/1/22- EM	Female	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	The complainant alleged that she requested for search in Nyahururu Land Office on 3/2/2020 and she has not received any feedback and the registrar is rude and abusive. She was requested to supply further details on his complaint.	Inquiry ongoing
10.	Internally Displaced Person's Support Initiative CAJ/NYRR/M.LAN/022/11/22- MK	Group	Ministry of Lands and Physical Planning	Delay	The complainants alleged that the Government through the respondents had failed to resettle internally displaced persons despite many	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					requests. They requested to supply further details on his complaint.	
11.	Kimani Joseph N CAJ/NHRR/M.LAN/022/13/22-EM	Male	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	The complainant alleged that his documents have been misplaced at the Nyandarua Land Office in Nyahururu town. Upon follow up, the registrar has been rude and dismissive of the complainant. He was requested to supply further details on his complaint.	Inquiry ongoing
12.	Zachary Ngochi Chege CAJ/NHRR/M.LAN/022/14/22-EM	Male	Ministry of Lands and Physical Planning	Delay	The complainant alleged that his father in law was allotted a parcel of land which he paid the allotment but has never been allowed to settle in the land. The allottee later passed on and that, the complainant gave the document to the lands office and they were allowed to occupy the land. He has been following up on issuance of tittle but the lands office has not been responsive.	Inquiry ongoing
13.	Hezekiah Ngaruiya Muhoro CAJ/NHRR/M.LAN/022/16/22-EM	Male	The Ministry of Lands and Physical Planning	Delay	The complainant alleged that he surrendered the title original title in respect of his property to the county surveyor for mutation and title processing and that the surveyor had failed ti update them on the developments	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					and failed to return the original title.	
14.	Dan Odhaimbo CAJ/KSM/M.LAN/022/444/22-WT	Male	Ministry of Lands & Physical Planning	Inefficiency	The Complainant alleged that the respondent's Officers at the Kisumu Lands Office were always unavailable during working hours and were discourteous to members of the public who sought services of the office.	Inquiry ongoing
15.	Cornelia Auma Ochola CAJ/KSM/M.LAN/022/443/22-WT	Female	Ministry of Lands & Physical Planning	Unresponsive official conduct	The Complainant alleged that the Lands Office, Kisumu had failed to process a title deed application despite having submitted all the required documents and paid the prerequisite fees.	Inquiry ongoing.
16.	Atieno Opiyo Advocates for Sophia Ajua Aluoch CAJ/KSM/M.LAN/022/440/22-WT	Organisation	Ministry of Lands & Physical Planning	Unresponsive official conduct	The Complainant alleged failure by Awasi Land Registry in Kisumu County to survey, subdivide and process title deeds in respect to land parcel number Kisumu/Songhor/308 pursuant to a confirmation of grant issued in 2019 in Kisumu CMC Succession Cause No. 518 of 2016.	Inquiry ongoing.
17.	Machuki Mary CAJ/KSM/M.LAN/022/447/22-WT	Female	Ministry of Lands Physical Planning	Delay	The Complainant alleged delay by the Land Registrar, Nyamira to revoke new numbers issued against East Kitut/Mwamang'era/1325-1.8Ha. The complaint raised the matter sometimes in	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					March, 2022 with the registrar but no action had since been taken. The complainant sent a reminder in May for action to taken.	
18.	Grace Akumu CAJ/KSM/M.LAN/022/441/22-WT	Female	Ministry of Lands and Physical Planning	Unresponsive Official conduct	The complainant alleged that that the Nyando District Land Surveyor undertook boundary identification of land parcel number Kisumu/Fort Tenan/490 on 23rd December 2021 and in the course of this assignment, made a decision that affected her land parcel number Kisumu/Fort Tenan/499 amongst others.She complained to the Land Registrar, Nyando who called for a meeting in May 2022 wherein the Surveyor, Nyando was in attendance and it was agreed that the Surveyor should supply a copy of the report of the boundary identification exercise to the complainant. However, the Surveyor failed to issue the report to her.	Inquiry ongoing
19.	Nyando Community Justice Centre/NYAHURIADEN CAJ/KSM/LCB/022/446/22- WT	Organisation	Ministry of Lands & Physical Planning	Improper official conduct	The complainant alleged that the Land Control Boards (LCB) in Nyando, Muhoroni and Nyakach sub-counties in Kisumu County are corrupt. The members of the public through Nyando Human Rights Advocacy and	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Development raised concerns on the extortion of money by the LCB's before a land matter could be considered.	
20.	Cornelia Atieno Oile CAJ/KSM/M.LAN/022/445/22-WT	Female	Ministry of Lands and Physical Planning	Delay	The complainant alleged failure by the Lands Office, Busia to help her identify an alternative land for relocation from Plot No. 281. The complainant's husband, Mr. Fredrick George Oile (deceased) was allotted Plot No. 281 in Busia County on 29th April 1991 by the then Commissioner for Lands. Vide a letter 3rd September 1999, the Commissioner for Lands cancelled the allotment and advised Mr. Oile to identify another land for allocation.	Inquiry ongoing
21.	Joseph Obuya Ondego CAJ/KSM/M.LAN/022/439/22-FL	Male	Ministry of Lands and Physical Planning	Delay	The complainant alleged that the Kisumu County Lands Office had delayed to issue him with the certificate for search for land parcel number Kisumu/ Dago/3686	Inquiry ongoing
22.	Nicholas Akodo Olwalo CAJ/KSM/M.LAN/022/442/22-WT	Male	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	The complainant alleged that the Land Registrar, Migori failed to process his application to have his parcel of land sub-divided into portions among his quarreling sons. This is despite following the due process to give effect to the distribution. The land	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					parcel no is Suna-East/Area "B" Kwa/2210 measuring about 11.9 Ha.	
23.	Andrew Maranga Ratemo CAJ/M.LAN/022/2287/2022-SAK	Male	Ministry of Landsand Physical Planning	Administrative Injustice	The complainant alleged that the Kisii Count Land Registrar allowed the registration of cautions, by this step mother, on two parcels of land belonging to his mother. The complainant's mother was gifted NYARIBARI CHACHE/B/B/BOBURIA/4341 and NYARIBARI CHACHE/B/B/BOBURIA /5127 by his late father in 2013 before his demise in 2017. To date the caution has not been removed and as such, prejudicing his mother's right to property.	Inquiry ongoing
24.	Njonge Anthony CAJ/M.LAN/022/2294/2022-SAK	Male	Ministry of Lands and Physical Planning	Unlawful Official Conduct	A complaint against the Kajiado Lands Registrar whom by dint of a court order dated 14th October 2014, to immediately issue duplicate title deeds after the original ones were lost. He however, over 8 years later, the Land Registrar has failed to honour the orders and as such has hindered the estate's ability to transfer land to individuals that have already purchased part of the property.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
25.	Syokimau Farm Limited CAJ/m.LAN/022/2295/22-EMN	Group	The Ministry of Lands and Physical Planning	Abuse of office	This complaint is addressed to this Commission and copied to the respondent amongst other entities. The he complainant alleged that the respondent's employees were hiding title deeds issued in respect of their plots. He was advised to follow up on his complaint with the respondents and update the Commission on the progress	Inquiry ongoing
26.	Richard N. Nyanjui CAJ/M.LAN/022/2264/22-EMN	Male	Ministry of Lands and Physical Planning	Inefficiency	The complainant alleged that he is the administrator of the estate of Mary Wanjiru the legal and registered owner of land parcel no **Limuru/Rironi T.347** having obtained grant of administration of her estate on 27th September, 2010. He said that the said Mary Wanjiru was That the late lamry left a will instructing the complainarit herein to sell the parcel of land and share the proceeds equally amongst her 5 beneficiaries and that upon obtaining the grant, it was discovered that plot NO. Limuru/Rironi T.347 had been interchanged with Plot No Limuru/Rironi T.348 a fact which was ascertained by the District Surveyor. The District Surveyor advised the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					land registrar swap the titles and correct the errors appearing thereon both on the names and acreage. He has been following up on the rectification of the errors on title in vain.	
27.	Paul Mwatuni Ole Parkirowua HUD/KAJ/M.LAN/022/258/22-V.O.K	Male	Ministry of Lands & Physical Planning	Unlawful official conduct	The complainant alleged that his wife lodged a caution on the registers in respect of their land parcels KAJIADO/METO/1674, 2018, & 2042 but the Respondent continues to register dispositions relating to the said parcels. He was advised to supply his claim supporting documents	Ongoing Inquiry.
28.	Patrick Njogu Mwai HUD/ GPO/M.LAN/022/256/22-EMN	Male	Ministry of Lands and Physical Planning	Delay	The complainant alleged that That he is a resident of Buruburu estate and a member of the Buruburu One Residents' Welfare Association and that they had raised an issue with the National Lands Commission whereupon the commission formed an inquiry into the allocation of the **BLOCK NUMBERS 75/1053, 75/1011/7/1012, 75/1047, 75/58, 76/899,** where the respondent conducted a hearing and determined that the complainants can	Inquiry ongoing y

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					lawfully use the said land. They said that the determination was however not gazzetted hence it cannot be effected. They satiated that they have written to the respondent for gazzetement of the same in vain.	
29.	Japhet Kiambi Mmugambi CAJ/M.LAN/022/2291/22-EF	Male	The Ministry of Lands and Physical Planning	Unlawful conduct	The complainant alleged that the County Surveyor in Meru has failed to honor an appointment for land survey of L.R No. Abothuguchi/Kithurine/1069 because the complainant declined to pay Kshs. 6,000/- which could not be accounted for.	Inquiry ongoing
30.	Flavian Mwaura CAJ/M.LAN/022/2299/22-EF	Male	The Ministry of Lands and Physical Planning	Delay	The complainant alleged that the Land Registrar has delayed to sign land registration documents meant to effect a transmission of land Chania/Ngorongo/220.	Inquiry ongoing
31.	Guandaru Thuita & Company for Lawrence Musyimi CAJ/M.LAN/022/2288/22-EF	Instutution	The Ministry of Lands and Physical Planning	Unresponsive official conduct	The complainant alleged that he lodged an application for registration of a charge on Parcel LR.6845/2143 on 27th August 2020 and the same has never been registered. He alleges that he has written several letters requesting for	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					an update but there is no response.	
32.	Benard Odoll Sang'onda CAJ/M.LAN/022/2258/22-EF	Male	Ministry of Lands & Physical Planning	Delay	The complainant alleged delay in the release of the Cabinet Secretary's decision on an appeal against the decision of the Land Adjudication Officer, which was heard on 16th December 2015.	Inquiry ongoing
33.	Epainito Ludeki Jivonde CAJ/M.LAN/022/2281/22-V.O.K	Male	Ministry of Lands & Physical Planning	Unresponsive official conduct	The complainant alleged that the Respondent has failed to resolve a boundary dispute involving land parcel numbers TIRIKI/GISAMBAI/968 & 1424.	Inquiry ongoing
34.	Rose Waithira Ngugi CAJ/M.LAN/022/2242/22-V.O.K	Female	Ministry of Lands & Physical Planning	Unresponsive official conduct	The Complainant alleged that she reported a case of fraudulent transfer of 3 parcels of land to Kiamumbi police station but no action was taken	Inquiry ongoing
35.	Kembo Sure CAJ/M.LAN/022/2262/22-V.O.K	Male	Ministry of Lands & Physical Planning	Unresponsive official conduct	The Complainant alleges that he was issued with a title deed which was not matching with the piece of land he bought. The title deed reads KASIGUNGA/KAMRERI/2966 but on the ground the said plot is several plots away from his. He was advised to confirm the parcel number of the plot he occupies and to make the necessary application.	Ongoing Inquiry.
36.	Zipporah Kalao Mwangangi	Female	Ministry of Lands and Physical Planning	Delay	Complainant alleged refusal by Machakos Land Registrar	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	HUD/GPO/M.LAN/022/257/22-SK				to process her transfer and issue a title deed in her name following purchase of land Title Number Mavoko Town Block 3/1000. She alleged that she had duly paid the consideration for the land, stamp duty and complied with all other requirements but the Machakos Land Registry was unjustifiably delaying the process.	
37.	Stephen Mutuma Kaaria CAJ/M.LAN/022/2243/22-SK	Male	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	Complaiannt alleged refusal by Ngong Land Registrar to lift a restriction illegally placed on the complainant's land on 18th June 2020. He stated that he had on several occasions sought audience with the Registrar with a view to be heard but the Registrar failed to convene a caution hearing contrary to due process.	Inquiry ongoing
38.	Sankok Daniel Masaga CAJ/M.LAN/2241/22-SK	Male	Ministry of Lands and Physical Planning	Unfair treatment	Complainant alleged unfair treatment by the Ministry of Lands and Physical Planning for subjecting him to unfair transfers. He stated that in 2021 he was deployed from Ardhi House to Ngong Lands Office and a few months after relocating his family he was re-deployed to another Ministry causing him distress and unwarranted financial expenditure.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
39.	John Sang CAJ/ELD/M.LAN/022/85/22-NK	Male	Ministry of Lands and Physical planning	Delay	Complainant alleged delay by the Lands Office in Kericho County to issue him with search certificates for land parcels number Kericho Olkyin/363 and 304.	Inquiry ongoing
40.	Jackson Neta Kendagiro CAJ/ELD/M.LAN/22/2022-NK	Male	Ministry of Lands and Physical planning	Unresponsive official conduct	Complainant alleged that the Director Land Adjudication and Settlement failed to address their complaint regarding registration parcels number 28,38,39 and 40 in Kanyeru Adjudication Section, West Pokot County.	Inquiry ongoing
41.	Wilson Mudiri CAJ/ELD/M.LAN/022/84/22-NK	Male	Ministry of lands and Physical planning	Unresponsive official conduct	Complaiannt alleged that the Uasin Gishu County Surveyor failed to address a boundary dispute complaint for land parcel number Eldoret Municipality Block 24/ 1479 versus 291.	Inquiry ongoing
42.	Anonymous HUD/WND/M.LAN/022/15/2022-EM	Unclear	Ministry of Lands and Physical Planning	Inefficiency	Complainant raised several issues against the Land Registry and Survey department-Wundanyi ranging from chronic absenteeism by the land registrar, constant delays in the issuance of Search certificates, transfer of land process to rampant cases of soliciting for bribes. Hence, he sought for the Commission's	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					intervention to address the issues.	
43.	Waweru Kiragu & Associate Advocates HUD/NKR/M.LAN/022/50/22-NK	Organization	Ministry of lands and Physical planning	Delay	Complainant alleged that the Nairobi Lands Office failed to effect the transfer of Certificate of Lease Number Nakuru Municipality/91700/4 following issuance of letters of administration to the estate of her deceased husband-John Muigai Rwara who was the registered owner prior to his demise.	Inquiry ongoing
44.	Agnes Nkatha CAJ/ISL/M.LAN/022/070/22-MBA	Female	Ministry of Lands and Physical Planning	Unlawful official conduct	Complainant alleged that she owns a parcel of land which was disposed to a third party. The matter was reported to the adjudication office but a hearing was conducted in her absence, resulting in the loss of her land.	Inquiry ongoing
45.	Doreen Muthoni CAJ/ISL/M.LAN/022/081/22-MBA	Female	Ministry of Lands and Physical Planning	Unresponsive official conduct	Complainant alleged that she contacted the County Surveyor for the subdivision of her land and paid the entire requisite fee for the same, but the County Surveyor failed to carry out the exercise and become unresponsive when she followed up.	Inquiry Ongoing
46.	Mohamed Liwali Ndeka CAJ/MSA/M.LAN/022/312/2022- EM	Male	Ministry of Lands and Physical Planning	Unlawful official conduct	Complainant alleged unfairness and anomalies at Land Adjudication and Settlement Office (LASO) in	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Kilifi by refusing to capture Plot No. 567 at Mwanda/Mbalamweni Adjudication Section on the map yet they bought the land parcel in 1984 and have been in occupation since then.	
47.	Celina Nkirote Moses CAJ/ISL/M.LAN/022/072/22 – MBA	Female	Ministry of Lands and Physical Planning	Unresponsive official conduct	Complainant alleged that she is the legal owner of a parcel of land number Ruiri/Rwarera/4401 first allocated to her in 1970 measuring 35 acres. She lost her land ownership documents in a house fire and sometime in January 2017 she noticed that two people had constructed semi-permanent houses at her land.She complained to the chief who referred her to the land adjudication office in Meru. That the adjudication office checked on the records of and no objection or case was filed. She tried to file an objection case against some of the occupierswho are physically on her land, however, she was informed the objection stage was over and she should seek redress through the Courts. Her efforts to obtain relevant maps and consent had been futile.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
48.	Joyce Ningala Mwamutsi CAJ/MSA/M.LAN/022/313/2022- EM	Female	Ministry of Lands and Physical Planning	Unlawful official conduct	Complainant alleged unfairness in Land Appeal Case No. s 66 of 2022, No. 67 of 2022 and No. 68 of 2022 regarding a land ownership dispute on land parcel no. Mwanda/Mbalamweni Adjudication Section/563. She claimed that the Appeal case was dismissed on frivolous grounds and hence, she wanted to file an appeal but had been denied a certificate of search.	Inquiry ongoing
49.	Benard Sitienei CAJ/M.LAN/022/2238/22-JMM	Male	Ministry of Lands and Physical Planning	Delay	Complainant alleged that he sought resolution of a boundary dispute at the Ministry of lands without success.	Inquiry ongoing
50.	Mahida Maina & Company Advocates CAJ/M.LAN/022/2275/22-JMM	Organization	Ministry of Lands and Physical Planning	Delay	Mahida & Maina Co., Advocates lodged a complaint alleging that their client, Mr. Ashish Shah, purchased the property known as I.R No. 115858/1, L.R No. 209/7946/3 (Plot No. 1, 2 and 3) and applied for registration in respect of the leases and transfer of reversionary interest vide a book Nos. 3478 to 3481 of 26th November 2021. Despite following up, the leases and transfer of reversionary interest have not been registered.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
51.	Francis Muriungi Kirima CJ/ISI/M.LAN/022/079/22-MBA	Male	Ministry of Lands and Physical Planning	Unresponsive official conduct	Complainant alleged that he was the bona fide owner of parcel number 4166 at RuiriRwarea- Njotema village and that he was blocked from accessing his land by his uncle who blocked the common path linking the two parcels. That they sought recourse from the Lands Office without success.	Inquiry ongoing
52.	Nocholus Karagania Mugami CJ/ISI/M.LAN/022/069/22-MBA	Male	Ministry of Lands and Physical Planning	Unresponsive official conduct	Complainant alleged that his late grandfather M'MUGAMBI M'IMANYARA owned plot No. ABOTHOGUCHI/KITHIRUNE/133, measuring 18 acres which was subdivided amongst his sons where each received 5 acres. His uncles disputed his father's share and the matter was taken to court where it was ruled in their favour, but the Lands Registrar failed to comply with the Courts decision in Meru High Court civil case number 60 of 1984 and civil appeal number 153 of 1989.	Inquiry Ongoing
53.	M'mathiu M'rugiri CAJ/ISI/M.LAN/022/080/22-MBA	Male	Ministry of Lands and Physical Planning	Unlawful official conduct	Complainant alleged that he was forcefully evicted from his land on Nyaki/kithoka/162 in Meru County. He bought the land from a person who failed to transfer the land to him upon payment of the purchase price. He registered	Inquiry Ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					a caution over the land but the seller's beneficiaries were issued with a title deed without his notice.	
COUNTY GOVERNMENT OF UASIN GISHU						
1.	Benson Wachenje Mwailemi HUD/WND/CG/UG/066/1/2022-KC	Male	County Government of Uasin Gishu	Delay	Complainant alleged inordinate delay by the County Government of Uasin Gishu (on behalf of the former Sirikwa County Council) to remit NSSF deductions during his service as a P1 teacher at Kaptagat Primary school in 1970-1973.	Inquiry ongoing
2.	Susan Kariithi Njeru CAJ/ELD/CG/U.GISHU/066/26/22-NK	Female	County Government of Uasin Gishu	Unlawful official conduct	Complainant alleged that the County Secretary of Uasin Gishu County failed to address her complaint on wrong placement and failed to effect two promotions that she was awarded in the position of Secretarial Assistant in 2016 and Senior Secretarial Assistant in 2017 respectively	Inquiry ongoing
3.	Shosho Rhoda Mweka CAJ/ ELD/ PO/ 048/7/22-NK	Female	County Government of Uasin Gishu - County Executive Committee member for Lands, Housing and Physical Planning	Unresponsive official conduct	Complainant alleged that the County Executive Committee member for Lands, Housing & Physical Planning in Uasin Gishu County Government refused to issue a recommendation to National Land Commission to enable them issue her with	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					an allotment letter for plot number ELD/17/2016/02 within Elgon View Area in Uasin Gishu County.	
4.	Isaac Kimutai Chesire CAJ/CG/U.Gishu/123/18/22-SNK	Male	County Government of Uasin Gishu	Unresponsive official conduct	Complainant alleged that a carwash business established in Eldoret on property registration number L.R.NO. 36/1029 had created a complete obstruction to the entrance of a residential apartment which he owns.	Inquiry ongoing
MINISTRY OF INTERIOR AND COORDINATION OF NATIONAL GOVERNMENT						
1.	Mbithe Mutuku Mwangangi HUD/KWL/M.ICG/062/4/2022-KC	Male	Ministry of Interior and Coordination of National Government	Abuse of power	Complainant alleged that the Chief, Majomboni location had colluded with her brother in-law (David Mwendwa) to dispossess of her husband (who is mentally unstable) a parcel of land No. KWALE/SHIMBA HILLS/1640 measuring 6.8 Ha. She claimed that the Chief gave her an ultimatum to surrender the original copy of title deed in default of which she will would face unspecified consequences.	Inquiry ongoing
2.	Sakuye Council of Elders CAJ/M.IGC/062/1353/22-FN	Group	Ministry of Interior and Coordination of National Government	Delay	The complainant alleged that the respondent's legal department has failed to respond to a letter dated 31st January 2020, by the complainant regarding the registration status of the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					complainants community as marginalised	
3.	Dennis Juma Mukabwa CAJ/M.IGC/062/1351/22-FN	Male	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	The complainant alleged that his land has been grabbed. He was requested to supply further details on his complaint	Inquiry ongoing
4.	CPA Christine Ndaka CAJ/M.IGC/062/1359/22-FN	Female	Ministry of Interior & Coordination of Government	Unresponsive official conduct	The complainant alleged stoppage of her salary by the respondent without adherence to due process	Inquiry ongoing
5.	Geoffrey Mwangi Kimani CAJ/NHRR/M.IG.C/62/4/22-EM	Male	Ministry of Interior and Coordination of National Government	Abuse of office	The complainant alleged that his area chief colluded with the wife of his late brother to evict him from his land after his brother passed. They have been trying to sell his land without the succession being filed in court. He was requested to supply further details on his complaint.	Inquiry ongoing
6.	Eunice Wambui Nzuva CAJ/NHRR/M.IG.C/62/6/22-EM	Female	Ministry of Interior and Coordination of National Government	Abuse of office	The complainant alleged that the chief arrested her child over the land boundary. He is threatening force arrest and eviction. She was requested to supply further details on his complaint.	Inquiry ongoing
7.	Margaret Wairimu Ndung'u CAJ/NHRR/M.IG.C/62/7/22-EM	Female	Ministry of Interior and Coordination of National Government	Abuse of Office	The complainant alleged that the area assistant chief and his family has been illegally tilling and planting on her land without her authorization. She was requested to supply	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					further details on his complaint.	
8.	Samuel Kigura Wambugu CAJ/NHRR/M.IG.C/62/5/22-EM	Male	Ministry of Interior and Coordination of National Government	Abuse of office	The complainant alleged that he was assaulted by Assistant County Commissioner Kithinji Ol jororok Gatimu ward. The complainant is afraid of further victimization and wants the complainant handled with a lot of care. He was requested to supply further details on his complaint.	Inquiry ongoing
9.	Simon Njoroge Ndegwa CAJ/NHRR/FIN/000/1/22-EM	Male	Ministry of Interior and Coordination of National Government	Delay	The complainant alleged that Gilgil Office has failed to give him the ID claiming it is stuck in FC. They have not explained to him what FC means.He was requested to supply further details on his complaint.	Inquiry ongoing
10.	John Erupe Lokiren CAJ/NHRR/M.IG.C/62/3/22-EM	Male	Ministry of Interior and Coordination of National Government	Maladministration	The complainant alleges that Recruitment at assistance chief Ngoru sub location, elections appointment was not fairly done. He has complained to the Ministry who are unresponsive. He was requested to supply his claim supporting documents	Inquiry ongoing
11.	Racheal Mumbi Wairimu CAJ/NHRR/PE/040/8/22- EM	Female	Ministry of Interior and Coordination of National Government	Oppessive official conduct	The complainant alleged that her grandfather's estate was about to be subdivided contrary to the certificate of confirmation of grant issued by court. He said that the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Chief was interfering with the process and directing how the land will be subdivided.	
12.	Lorna Anzemo CAJ/KSM/MOICNG/062/154/ 22-WT	Female	Ministry of Interior and Coordination of National Government	Abuse of power	The Complainant alleged abuse of power by the Assistant Chief of Kegoye Sub-Location, Kisii County who coerced the complainant to signing to accept liability for arson and paid ksh.6,000 for damage.	Inquiry ongoing
13.	Clarice Awino Otieno CAJ/KSM/MOICNG/062/151/ 22- WT	Female	Ministry of Interior & Coordination of National Government	Delay	The Complainant alleged delay by the Department of Civil Registration Services to process and issue death Certificate of her late husband (Samson Odera Akongo).	Inquiry ongoing
14.	Wycliffe Sagero CAJ/KSM/MOICNG/062/150/ 22-WT	Male	Ministry of Interior & Coordination of National Government	Unfair Treatment	The complainant alleged unfair treatment by the area Assistant Chief Nyamakoroto Sub-Location in Nyamira County. That the Chief had stormed his business premise in May 2022 and caused his arrest. He also confiscated his pool table. He lodged the complaint with the local administration who promised to take action but no action was taken. He lodged a complaint for the destroyed property at Keroka Police Station under OB No. 32/18/05/2022 and the police	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					informed him that investigations would be done. Despite follow up on the matter, no substantive action had been done to recover his pool table.	
15.	Cedric Bihemo Lisamuk CAJ/KSM/MOICNG/062/155/ 22- WT	Male	Ministry of Interior and Coordination of National Government	Abuse of Power	The Complainant alleged of abuse of power by the Chief Idakho location and the Assistant County Commissioner, Kakamega South Sub county. He said that the Land Registrar, Kakamega made a ruling that there was an encroachment on land parcel no. Idakho/Shikulu/1847 and the boundaries placed on the land should be removed and that the Chief had frustrated implementation process of that ruling subsequently denying the Complainant the right to quiet possession	Inquiry ongoing.
16.	Oloo Akoth Jane CAJ/KSM/MOICNG/062/149/ 22-WT	Female	Ministry of Interior and Coordination of National Government	Abuse of Power	The complainant alleged that the Chief Kombewa Location was soliciting money from the her to help her process the title deed for her parcel of land.	Inquiry ongoing
17.	Patrick Wafula Melu HUD/BGM/KPS/002/5/22-WT	Male	Ministry of Interior & Coordination of National Government	Unresponsive official conduct	The complainant alleged that the Kenya Prisons Service had failed to amend his employment record to confirm that he is a person	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					living with disability in order to comply with Public Service Regulations 2020 in terms of retirement age from 60 to 65 years.	
18.	Daniel Mwangi Mbugua and Wanjiru Mwangi CAJ/M.IGC/062/1372/2022-SAK	Group	Ministry for Interior and Coordination of National Government	Abuse of Power	The complainant alleges that he had issued notices to tenants who had not paid rent and locked the complex. He said that the tenants in collusion with the chief, broke into the property, and facilitated the tenants leaving the property without paying rent and electricity.	Inquiry ongoing
19.	Kiingati Ndirangu &Associates CAJ/M.IGC/062/1380/22-EMN	Group	Ministry of Interior and Coordination of National Government	Abuse Of Office	This complaint is addressed to the Assistant County Commissioner-Waithaka Division and copied to this Commission among others. The Complainant Alleged That The respondent was using his position to interfere with a land dispute involving his client. He was advised that the complaint is addressed to the entity mandated to handle it and advised to update the Commission.	Inquiry ongoing
20.	Alice Wanjiru Kihara CAJ/M.IGC/062/1362/22-EMN	Female	Ministry of Interior and Coordination of National Government	Delay	This complaint is addressed to the respondent and copied to the commission. The complainant alleged that she is the mother and beneficiary to the estate of Simon	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Ndirangu Kihara (Deceased) and that the chief Gatune Location had refused to issue her with an introductory letter to enable her apply for Grant administration of his estate	
21.	Alice Wanjiru Kihara CAJ/M.IGC/062/1362/22-EMN	Female	Ministry of Interior and Coordination of National Government	Delay	This complaint is addressed to the respondent and copied to the commission. The complainant alleged that she is the mother and beneficiary to the estate of Simon Ndirangu Kihara (Deceased) and that the chief Gatune Location had refused to issue her with an introductory letter to enable her apply for Grant administration of his estate	Inquiry ongoing
22.	Joseph Mumo Ndunda HUD/GPO/062/240/22-EMN	Male	Ministry of Interior and Coordination of National Government	Manifest Injustice	The complainant alleged that he is the respondent's employee serving as a prison warder and a person living with disability. He qualified for and applied for a promotion but that the same was unfairly denied. He was asked to supply the commission with further details on his complaint	Inquiry ongoing
23.	Shueb Noor CAJ/NPS/015/4060/22-EMN	Male	Ministry of Interior and Coordination of National Government	Unresponsive Official Conduct	The complainants alleged that Police officers form Korakora Police post accompanied by their area chief and Assistant County Commissioner demolished	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					their homes and left them homeless. They also attempted to lodge the complaint with the police but that the police declined to record the same and issue them with an OB number. They requested for suspensio0n of any construction on their land by the national government to pave way for negotiations.	
24.	Erick Milavi Shibweche CAJ/PO/047/544/22-EF	Male	Ministry of Interior and Coordination of National Government, Assistant Chief, Mwiki Kasarani	Abuse of power	The Complainant alleged that the Assistant Chief has used her position to incite and protect people who are involved in grabbing land LR No. 8479 Mutirithia Phase II Mwiki, held collectively under a company. The complainant was referred to the Deputy County Commissioner and advised to update the Commission in 60 days' time.	Inquiry ongoing
25.	Francis Njenga Kiundu CAJ/M.IGC/062/1369/22-EF	Male	Ministry of Interior and Coordination of National Government; Chief Ndeiya Location	Out of mandate	The complainant alleged that the police have not taken action against his brother for assaulting him. However, he has not lodged a report with the police and hence the matter is not booked in the occurrence book. He was advised to first make a report at the police station in order for the police to investigate	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					and to update the Commission.	
26.	Gikomba Informal United Society CAJ/DCC/062/1367/22-EF	Organisation	Ministry of Interior and Coordination of National Government; Deputy County Commissioner-Nairobi Nairobi City County Government	Unfair conduct	The Complainants alleged that the DCC and the County officers are planning to allocate market stalls currently under construction to people other than the genuine traders of Quarry Road Market for whom the market is being constructed. The complainant was advised to first request for the list of the beneficiaries, which he alleges is already drawn, so as to verify the identities of people allotted stalls.	Inquiry ongoing.
27.	Residents of Egu Sub-location CAJ/M.IGC/062/1379/22-V.O.K	Group	Ministry of Interior and Coordination of National Government	Unfair official conduct	The complainant alleged that the Respondent was unfair in the process of recruiting an Assistant Chief for Egu Sub-location	Inquiry ongoing
28.	Priscilla Chepngeno Kimeto CAJ/M.IGC/062/1363/22-SK	Female	Ministry of Interior and Coordination of National Government	Unlawful Conduct	The complainant alleged refusal by the Chief of Abossi Location in Rift Valley to implement a court order. She was requested to supply the Commision with her claim supporting ocuments.	Ongoing inquiry
29.	Geoffrey Kariuki Kairu CAJ/M.IGC/062/1098/19-SK	Male	Ministry of Interior & Coordination of National Government.	Unfair Treatment	The Complainant alleged unfair treatment by the Chief and Assistant Chief of Kariokor Location in Nairobi County for destroying his business at Ngara Market and forcing him	Ongoing inquiry

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to vacate the space where he used to display his merchandise.	
30.	Kenya Nubian Council of Elders CAJ/M.IGC/062/1370/22-SK	Group	Ministry of Interior & Coordination of National Govt.	Unfair Official Conduct	the complaints are members of the Nubian Council of elders who reside in Kibra Nairobi County. They alleged discrimination in appointment of local administration officers such as Chiefs and Assistant Chiefs.	Ongoing inquiry.
31.	Macharia Nderitu & Co.Advocates CAJ/C.G/NRB/060/340/22-SK	Organizatio n	Ministry of Interior and Coordination of National Government	Unlawful official conduct	Complainant alleged that the County Government of Nairobi and the Deputy County Commissioner for Embakasi Sub-County was abusing power by effecting an illegal eviction on their clients' land in Embakasi which they had bought as a group.	Inquiry ongoing
32.	Ramnikalal Bhimji Malde CAJ/M.IGC/062/1350/22-SK	Male	Ministry of Interior and Coordination of National Government – Immigration Department	Delay	Complainant alleged delay by the Department of Immigration to process his passport which he applied for through the Kenya High Commission in London vide Application Bill Reference Number JGZZ6 while and application Number EPP1-7ATWP9D.	Inquiry ongoing
33.	Emily Khayanje CAJ/ELD/M.IGC/062/117/22-NK	Female	Ministry of Interior and Coordination of National Government - Chief Kamosor Location	Unresponsive official conduct	Complainant alleged that the Chief Kamosor Location, Elgeyo Marakwet County failed to issue a beneficiary	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					letter to enable her initiate succession proceedings for the estate of her husband-Daudi Kibiwott.	
34.	Concerned Citizens of Kapcherop Sub- location CAJ/ELD/M.IGC/62/120/	Organizatio n	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	Complainant alleged that the County Commissioner Elgeyo Marakwet failed to address their complaint on dissatisfaction with the process of appointment of Assistant Chief Kapcherop Sub Location as the successful candidate was not a resident of the sub location.	Inquiry ongoing
35.	Francis Nganga CAJ/ELD/M.IGC/62/118/22-NK	Male	Ministry of Interior and Coordination of National Government	Unlawful official conduct	Complainant alleged that the Chief, Moi's Bridge Location, Uasin Gishu County while chairing the Security Committee directed the destruction of structures in his land parcel number 838/31 on grounds that the land parcel was government land despite the same being private land to which he has a title deed.	Inquiry ongoing
36.	Abdinoor Mohamed Osman HUD/WND/M.IMM/003/1/2022 -KC	Male	Ministry of Interior and Coordination of National Government - Immigration Department	Delay	Complainant alleged inordinate delay by the Immigration department (Nyayo House) to process his application for passport he applied for vide Ref No. EPP1-ZLT9WBA in July 2019.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
37.	Mohamed Ajoftu Dahir CAJ/ISL/M.IGC/062/055/22-MBA	Male	Ministry of Interior and Coordination of National Government National Police Service	Manifest injustice	Complainant alleged that he lives in Badana sub location where the Assistant Chief without due course attacked and killed some of his livestock due on the basis that they grazed around a disputed borehole. The matter was reported to the police station but no action was taken.	Inquiry ongoing
38.	Gabriel Fondo Mkamba CAJ/MSA/M.ICG/062/308/2022-EM	Male	Ministry of Interior and Coordination of National Government	Unfair official conduct	Complainant alleged that the Chief, Bamba location Kilifi County had without any justifiable cause declined to write a letter to facilitate his release on free bond. Currently detained at Kilifi GK prison on remand upon being charged with offence of threatening to kill vide Criminal Case No. 353 of 2021 at Kilifi law courts. The Chief's letter was required as part of background check through probation department before his release on free bond pending trial.	Inquiry ongoing
39.	Fredrick Were Otieno & Another CAJ/MSA/M.ICG/062/311/2022- EM	Male	Ministry of Interior and Coordination of National Government	Unfair official conduct	Complainants alleged unfairness and bias in the recruitment exercise of the Assistant Chief, Migadini sub-location in Mombasa County. They indicated that the interview was conducted in January 2022 but the purported successful	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					candidate did not satisfy the minimum requirements.	
40.	Town Welfare Association, Kilifi CAJ/MSA/M.ICG/062/312/2022-EM	Organization	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	Complainant alleged that there was an ongoing illegal construction of business premises on a road reserve within the Police Administration camp by a private developer. The space was initially being used by people with disability but the said people were removed forcefully on the night of 13th November 2021 to create space for the private developer by Administration police officers. The matter was reported to the Kilifi County Commissioner but no action was taken.	Inquiry ongoing
41.	Ailo Abdalla Jillo CAJ/IMM/003/393/22-JMM	Male	Ministry of Interior and Coordination of National Government - Department of Immigration	Delay	Complainant alleged that he applied for a passport but it took long to be processed.	Inquiry ongoing
42.	Joseph Kimani Kamau CAJ/M.IGC/062/1382/2022-SNK	Male	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	Complainant alleged that the Uthiru Location Chief had failed to issue him with a letter to initiate a succession cause in court.	Inquiry ongoing
43.	Mithini Residents CAJ/POL/015/4074/22-SNK	Organization	Ministry of Interior and Coordination of National Government	Abuse of power	Complainant alleged that the Chief and assistant Chief Kirimiri Location in Muranga County harrased the community members through	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					illegal arrests inorder to cause them to sell their lands.	
44.	Commission on Administrative Justice for citizens CAJ/OM/7/206/2022-H.O	Organizatio n	Ministry of Interior and Coordination of National Government - Immigration Department	Delay	Complaints in the media about an alleged orchestrated scheme at the Department, where citizens were compelled to pay for a 48-page passport and received a 32-page one, after months of inordinate delay. The explanation given was that there was a system error but no efforts were made by the Department to rectify the anomaly or reimburse the citizens for the cost difference between a 32 and 48-page passport.	Inquiry ongoing
MINISTRY OF EDUCATION						
1.	Dzine Lewa HUD/KWL/M.EDU/013/4/2022-EM	Male	Ministry of Education – Kwale High School	Oppressive official conduct	Complainant alleged that he was awarded a tender of supplying firewood at Kwale High School in November 2021 for a period of 1 year. However, he claimed the tender was cancelled after just a month and no reason given.	Inquiry ongoing
2.	Concerned Parents of Lugulu Girls Secondary School CAJ/MEDU/013/2325/22-FN	Unclear	Ministry of Education	Maladministratio n	The complainant alleged that the respondent is unfairly forcing parents to pay Ksh 10,000/= for 'teacher motivation' the concerned parents feel that this is against the law as no receipt is issued	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					for the money collected in cash	
3.	Aeronautical Engineering Student CAJ/TUK/013/2279/22-FN	Male	Technical University	Delay	The complainant alleged that the respondent has failed to organise a graduation ceremony for the students undertaking a Bachelor of Engineering class of 2015 despite them completing their program	Inquiry ongoing
4.	Nellie Waithera Njuguna CAJ/JKUAT/013/2308/22-FN	Female	Jomo Kenyatta University of Agriculture and Technology	Unfair Treatment	The complainant alleged that the respondent unfairly treated her by failing to renew her contract in 2020 and unfairly deducted two months' salary without justification	Inquiry ongoing
5.	Evans Owuor Mboya CAJ/K.U/013/2319/2022-FN	Male	Kenyatta University	Delay	The complainant, a student pursuing a bachelor of Music Degree at Kenyatta University alleged that there have been missing marks in two Units taken. Admission number is M25/3447/2015. He was requested to supply further details on his complaint	Inquiry ongoing
6.	Anonymous CAJ/M.EDU/013/2263/22-FN	Unclear	Ministry of Education	Unfair treatment	The complainant alleged that by letter dated 6th January 2022 copied to the Commission, the complainant representing head teachers and members of the Kenya primary school heads association wrote to the County Director of Education	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to address alleged extortion of money from students and parents in Nyeri County	
7.	PETER CHIURI KIBATHI CAJ/NHRR/M.LAN/022/3/22-MK	Male	Ministry of Education	Delay	The complainant alleged that he is a supplier of Nyahururu high school and the school has refused to pay him for supplies done between 2018-2020. He was requested to supply further details on his complaint.	Inquiry ongoing
8.	Wilson Obongo CAJ/KSM/M.EDU/013/363/22-FL	Male	Ministry of Education	Administrative Injustice	The Complainant alleged that The Board of Management of Ng'iya Girls High School on allegations had illegal and arbitrary increment of school fees contrary to the circulars and directives of the Ministry of Education.	Inquiry ongoing
9.	Anonymous CAJ/KSM/M.EDU/013/3/22-WT	Anonymous	Kisii University	Inefficiency	The anonymous complainant alleged that the Kisii university was in the process of considering Prof. Alfred Anakalo Shitandi as a full professor without undertaking due diligence prior to making such consideration since the Professor had no qualifications for such an appointment. The move for the consideration had followed a request by the Professor to have him transferred from his administrative to academic	Inquiry ongoing.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					roles. The complainant indicated that the Professor had been an employee of Egerton University during the period that he became a Director at Kisii University in 2010 until 2015 when he resigned from Egerton university, having been promoted to the rank of a full professor. The complainant therefore alleged that the Professor had been fraudulently acting and securing employment in the respective Organisations.	
10.	David Odhiambo Oduko CAJ/KSM/M.EDU/013/370/22-WT	Male	Ministry of Education	Delay	The complainant alleged delay by Bunde Primary School in Kisumu County to pay dues of ksh 6,000 owed to the Complainant since March, 2021. He had been awarded a contract to supply school uniforms at a cost of Kshs. 16,000 and a deposit of Kss. 10,000 was paid to him in advance while the balance of Kshs. 6,000 was to be paid upon supply of the uniforms. He supplied the uniforms and claimed the balance but the same was not paid. The Complainant has made several follow ups but has been informed that the school board was yet to meet to	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					approve payment of the ksh 6,000.	
11.	Jackson Nguli CAJ/M.EDU/013/2307/2022-SAK	Male	Kyuso Girls Secondary School	Unlawful Official Conduct	The complainant was a watchman at Kyuso Girls School from 2014 until his retirement on 16th March 2022. He said that on retirement, he discovered that the school had not remitted the NSSF contributions for that period.	Inquiry ongoing
12.	Monicah Muthoni Ngigi CAJ/JKUAT/013/2293/2021-SAK	Female	Jomo Kenyatta University of Agriculture and Technology	Undue Delay	The complainant alleges that she has been a part-time lecturer with the University since 2015 at the JKUAT Nakuru Campus. However, to date she has never received any payment for her services amounting to over Kshs 3million.	Inquiry ongoing
13.	Kevin Osala CAJ/M.EDU/013/2335/22-EMN	Male	Laikipia University	Unfairness	The complainant alleged that he is the respondent's employee who had interviewed for a promotion from grade 7 to grade 8 but that the respondent unfairly failed to promote him. He was requested to supply his supporting documents.	Inquiry ongoing
14.	Willer Technical Agencies CAJ/M.EDU/013/2311/22-EMN	Group	Ministry of education, science and Technology	Delay	This complaint is addressed to the respondent and copied to the commission. The complainant alleged that they ere awarded a tender to construct a classroom block in Kaptembegwet Secondary	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					School. They constructed the same, completed and handed over in the year 2014. They have been following up on the payments in vain. The complainant was advised to update the commission on the respondent's response.	
15.	Collins Reuben Gaunya CAJ/MMU/013/2324/22	Male	Maasai Mara University	Delay	The complainant alleged that he was contracted by the respondent as a part time lecturer between May 2013 – April, 2017. He taught, set, market exams and submitted the same to the respondent. He consequently submitted his claims for payment but that the respondent failed to pay the same.	Inquiry ongoing
16.	Michael Kiarie Munguti CAJ/TUK/013/2226/21-EMN	Male	Technical University of Kenya	Delay	The complainant alleged that he is the respondent employee and that he had obtained a credit facility which he was servicing through check of system. He said that the respondent deducted the money forms his salary but did not remit the same to his bank. Efforts to have the same remitted have been futile.	Inquiry ongoing
17.	Galgalo Ambari CAJ/M.EDU/013/2243/22-EMN	Female	Ministry of Education, Science and Technology Kenya	Delay	The complainant alleged that she is a part time teacher in the department of Adult Continuous education since	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					2004 and that she had been recommended for confirmation but that the respondent had failed to confirm her. The complainant was requested to supply the commission with her claim supporting documents.	
18.	Godfrey Mayende Banda CAJ/M.EDU/013/2304/22-EF	Male	Ministry of Education-Principal – Aquinas High School	Unlawful official conduct	The complainant, a teacher at Acquinas High School alleged that the Principal of the school refused to take action on a complaint he lodged against his colleague teacher who physically assaulted him at the school and that the two officers colluded with Regional Teachers Service Commission officers to transfer him to a distant school to cover up the incident. The complainant was requested to provide more information and supporting documents.	Inquiry ongoing
19.	Fredrick Okanga CAJ/M.EDU/013/2272/22-EF	Male	Kayonzo Secondary School	Unfair conduct	The complainant alleged that the school has denied him his KCSE certificate on account of his failure to complete payment of school fees arrears, despite the government directive to release certificates to people unable to pay the arrears. He was referred to Ministry of	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Education and advised to update the Commission.	
20.	Dickens Otieno CAJ/M.EDU/013/2314/22-EF	Male	Ramogi Institute of Advanced Technology	Unresponsive official conduct	The complainant alleged that the Institute has declined to give him copies of his salary slips and the P9 Form to enable him to file his tax returns before the deadline set by the Kenya Revenue Authority.	Inquiry ongoing
21.	Dr. Severina Nkirina Peter CAJ/KRTN.U/013/2277/22-V.O.K	Female	Karatina University	Delay	The Complainant alleged delay by the Respondent in communicating to her the outcome of an appraisal interview conducted in November 2021. She was advised to update the Commission on the progress of her complaint from her employer.	Ongoing Inquiry.
22.	Fredrick Okanga CAJ/M.EDU/013/2274/22-SK	Male	Ministry of Education.	Unresponsive Official Conduct	The Complainant alleged that Kayonzo Secondary School in Matungu Sub County refused to release his KCSE certificate for 10 years due to school fees arrears of Kshs. 43,814. He stated that he was unable to proceed to college due to lack of a KCSE Certificate. His Index Number was 37627103/004.	Ongoing inquiry
23.	Rose Wairimu Kinyua CAJ/M.EDU/013/2305/22-SK	Female	Ministry of Education	Delay	The complainant stated that her deceased husband was an Employee of the amukunji Secondary School and that	Ongoing inquiry

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					alleged that the School's Management had delayed to pay her late husband's gratuity who passed on in 2015.	
24.	Anonymous CAJ/KISE/013/2264/22-SK	Unclear	Ministry of Education - Kenya Institute of Special Education	Abuse of power	Complainant alleged abuse of power by the Director of Kenya Institute of Special Education (KISE). Complainant requested to furnish further particulars of the complaint.	Inquiry ongoing
25.	Ongeri Nyandege Clive CAJ/ELD/M.EDU/13/95/22-NK	Male	Ministry of Education – Kisii University	Delay	Complainant alleged that the Management of Kisii University failed to settle dues owed to him for courses taught since 2018 while serving as a part time lecturer at the Kericho Campus.	Inquiry ongoing
26.	Francis Mbindyo Munyoki CAJ/MSA/M.EDU/013/133/2022-KC	Male	Ministry of Education	Inefficiency	Complainant alleged unexplained/unjustifiable fee arrears imposed by the School Principal- Darajani Secondary school in Ngwata, Makueni county for his son- Kennedy Mbindyo, a Form 4 candidate. He claimed that the son had been sent away from school supposedly for fee arrears of Kshs. 33,000 which he alleged was unjustifiable as he had paid fee in full. Indicated that the school management habitually fails to issue receipts and had declined to avail	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					bank statement of the school account for purposes of cross-checking the deposits made. Referred to the Ministry of Education for redress through internal channels.	
27.	Ali Mwinyi CAJ/MSA/M.EDU/013/136/2022-KC	Male	Ministry of Education	Unfair official conduct	Complainant alleged discrimination at Kenya National Coast Polytechnic against government sponsored students pursuing Diploma in ICT by requiring them to pay Kshs 56,420/- instead of Kshs 26,420/- as school fees per year against the government directive.	Inquiry ongoing
28.	Banda Mayende CAJ/M.EDU/013/2284/22-V.O.K	Male	Aquinas High School	Unfair treatment	The complainant alleged that the Respondent's principal was unfair in the manner in which he handled a complaint he lodged against a fellow teacher who had harassed him. He further alleges that the principal also harassed him leading to his transfer.	Inquiry ongoing.
29.	Geoffrey Kiplangat CAJ/ELD/M.EDU/013/98/22-FL	Male	Ministry of Education	Unresponsive official conduct	Complainant alleged delay by Kenya National Examinations Council to address his complaint on an anomaly in the transcripts relaing to his Diploma in Information Technology.	Inquiry ongoing
30.	Friends of Meru University	Organization	Meru University	Unlawful official conduct	Complainant alleged that the staff of Meru University were	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/ISL/M.EDU/013/032/22-MBA				involved in illegal advertisements, illegal appointments and illegal council meetings, and that there was nepotism in appointments and employment.	
31.	Edward Matekwa CAJ/MU/013/2248/22-JMM	Male	Ministry of Education- Moi University	Delay	Complainant alleged that he was not paid his salary for over two years.	Inquiry ongoing
32.	Jane Wangari CAJ/LU/013/2252/22-JMM	Female	Laikipia University	Delay	Complainant alleged that she was a student at Laikipia University, Registration No. M118/2/0703/016. She graduated on 27th August 2021 with a Bsc Environmental Science undertaking. She pursued issuance of her degree certificate without success.	Inquiry ongoing
33.	Brian Joshua CAJ/CNP/013/2260/22-JMM	Male	Coast National Polytechnic	Oppressive official conduct	Complainant alleged that the school had been charging more school fees than was necessary putting into account the allocated capitation by the government.	Inquiry ongoing
34.	Anonymous CAJ/M.EDU/013/2271/22-JMM	Male	Technical University of Kenya	Unfair official conduct	Complainant alleged that the University postponed a graduation ceremony without any explanation.	Inquiry ongoing
35.	Bukura Staff CAJ/M.AGRI/014/386/22-JMM	Male	Bukura College	Delay	Complainant alleged that the Respondent had undertaken promotion of employees in an unprocedural manner.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
36.	Unpaid Lecturers CAJ/Eger.UNI/013/2289/22-SNK	Organization	Egerton University	Delay	Complainant alleged delay in payment of wages earned by several part time lecturers dating back to 2015.	Inquiry ongoing
37.	Wanjiku Kariuki Peris CAJ/M.EDU/013/2285-22-SNK	Female	Ministry of Education	Unlawful official conduct	Complainant allegd that parents of Ndurarua Primary School were made to pay tuition fees yet the government provides free primary school education.	Inquiry ongoing
38.	Unpaid Lecturers of Egerton University CAJ/Eger/013/2289/22	Group	Egerton University	Delay	Complainants alleged delay in payment of wages earned by several part time lecturers dating back to 2015.	Inquiry ongoing
39.	Enock Kogey Kipkemboi CAJ/ELD/M.EDU/013/97/22-FL	Male	Ministry of Education	Delay	Complainant alleged that Higher Education Loans Board (HELB) delayed to update him on the position of the computation of the loan he owed them which was awarded to him whilst he was studying at JKUAT University for the period 2001-2008.	Inquiry ongoing
JUDICIARY						
1.	Granton Ndigilla Tumbula HUD/WND/JUD/001/2/2022-KC	Male	Judiciary – Voi Law Courts	Delay	Complainant alleged delay at Voi Law courts to conclude hearing and determine Civil Suit No. 2 of 2017.	Inquiry ongoing
2.	Mungai Kalande & Co Advocates CAJ/JUD/001/2476/22-FN	Organisation	Judiciary	Unresponsive Official Conduct	The complainant alleged that the Registrar of Tribunals has failed/neglected constitute the Water Tribunal and to appoint a Chairperson for the same. The complainant wrote a letter to the Registrar of	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Tribunals on 21st March 2019 and has not received a response to date	
3.	Michael Otieno Mbori CAJ/KSM/JUD/001/498/22-FL	Male	Judiciary	Delay	The Complainant alleged that he was not being updated on the progress of his case at the Maseno Law Courts. He was advised to supply clearer details on his claim.	Inquiry ongoing
4.	Fatuma Jendeka Mugedo CAJ/KSM/JUD/001/503/22- WT	Female	Judiciary	Delay	The Complainant alleged delay by the Kisumu Law Courts in the hearing and determination of Kisumu Chief Magistrates Court Civil Case No.450 of 2016. Complainant alleged that all other witnesses had testified except the officer who covered the accident, who had not been able to testify due to several adjournments when the matter is called up for hearing.	Inquiry ongoing.
5.	Mara Musa CAJ/KSM/JUD/001/505/22-WT	Male	Judiciary	Delay	The complainant alleged failure by the Hamisi Law Courts to release motor cycle registration number KMFH 970C registered under Musa Wesonga Mara. The Complainant is the owner of the said motorbike which was subject matter in a criminal case No. 7 of 2022 at the SRM Court at Hamisi Law Courts which has since been	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					concluded and the accused released.	
6.	Samuel Peter Makale CAJ/KSM/JUD/001/501/22- WT	Male	Judiciary	Inefficiency	The complainant alleged that his court file in Butali Law Court Succession Cause No. 118 of 2018 was lost. The Complainant had followed up with the Court to help retrieve the file but his efforts had been futile.	Inquiry ongoing
7.	Herina Oloo, Mary Omollo & Erick Ondiek CAJ/KSM/JUD/001/500/22- WT	Group	Judiciary	Delay	The complainant alleged delay by the Judiciary to hear and make a determination on ELC case No 39 of 2019 at Nyando Law Court after it was referred for mediation.	Inquiry ongoing
8.	Dickson Khamala Seveni CAJ/KSM/JUD/001/499/22-WT	Male	Judiciary	Inefficiency	The complainant alleged that loss file at the High Court in Kakamega. The High Court Proceedings were yet to be forwarded to Court of Appeal, Kisumu where he had filed an appeal to enable him get a hearing date for his appeal.	Inquiry ongoing
9.	Mathias Owili Abiero CAJ/KSM/JUD/001/497/22-FL	Male	Judiciary	Delay	The complainant alleged that the Deputy Registrar Mombasa High Court had delayed to update him on the position of Mombasa High court Civil Case number 112 of 2017.	Inquiry ongoing
10.	Patrick Sambuli Erode CAJ/KSM/JUD/001/495/22-WT	Male	Judiciary	Delay	The complainant alleged that the Kisumu court of Appeal had delayed to update him	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					on the status of his appeal that he lodged against the ruling in Kakamega HCCRA No. 148 of 2010.	
11.	Benard Mwanthi Willy HUD/MAKUENI/JUD/001/184/22-EF	Male	The Judiciary- Makueni Law Courts	Unlawful conduct	The complainant alleged that he paid Kshs. 1,500/- for commissioning of an affidavit by a magistrate and he was not given a receipt. He was referred to the Judiciary Ombudsman and asked to update the Commission.	Inquiry ongoing
12.	Kenlee & Co. Advocates for Mukhtar Rehemtulla CAJ/JUD/001/2487/2022-V.O.K	Organisation	Judiciary	Delay	The complainant alleged delay in hearing and determination of Mombasa Criminal case number 903 of 2018 *R v Evans Isaboke Nyachoi*. The complaint was referrd to the Judicairy Ombudsman.	Inquiry ongoing.
13.	Massa Toussan CAJ/ELD/JUD/001/145/22	Male	Judiciary	Delay	Complainant alleged that the Eldoret Court of Appeal delayed to conclude his appeal against conviction in the ruling by Lodwar High Court Criminal Appeal Number 20 of 2019. The complainant was serving his sentence at the Eldoret GK Prison.	Inquiry ongoing
14.	Jack Kariuki Kamiri HUD/KWL/JUD/001/12/2022-EM	Male	Judiciary – Kwale Law Courts	Delay	Complainant alleged delay at Kwale law courts to hear and determine Civil suit No. 137 of 2019 through unnecessary adjournments.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
15.	Kenga Baya Thoya & Others CAJ/MSA/JUD/001/434/2022-EM	Male	Judiciary	Manifest injustice	Complainants alleged lack of information on the mention or hearing dates of their respective criminal cases at Kilifi law courts. Currently on remand at Kilifi GK prison on varied criminal offences ranging from threatening to kill, stealing, sexual offences. They claimed they had not been informed of the next mention dates or hearing dates of their cases despite requests both in court and through the prison management. Some claimed they had not appeared in court since plea taking, more than 6 months later. Initiated follow up at Kilifi law court.	Inquiry ongoing
16.	Kumbo Meri CAJ/MSA/JUD/001/449/2022-KC	Male	Judiciary	Inefficiency	Complainant alleged missing a court file in a labour case filed in Mombasa Law Courts against his former employer - Mass Oil Co. Limited where he worked as a turn boy until 2020.	Inquiry ongoing
17.	Mwidau Kamwenga Mwaruwa CAJ/MSA/JUD/001/435/2022-EM	Male	Judiciary – Kilifi Law Courts	Delay	Complainant alleged delay in the hearing of *Criminal Case No. E852 of 2021* at Kilifi law courts where he has been charged with the offence of stealing.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
18.	Joseph Mzungu Mwanzale CAJ/MSA/JUD/001/436/2022-EM	Male	Judiciary-Kilifi Law Courts	Delay	Complainant alleged delay in the conduct of trial in *Criminal Case No. E1095 of 2021* at Kilifi Law Courts.	Inquiry ongoing
19.	Juma Gilbert Kadenge CAJ/MSA/JUD/001/437/2022-KC	Male	Judiciary-Court of Appeal Malindi	Delay	Complainant alleged inordinate delay at the Court of Appeal in Malindi, to hear and determine his appeal against *MalindiHigh Court Criminal Case. No. 31 of 2016* and *Lamu Criminal Case No. 555 of 2015,* in which he was found guilty of the offence of defilement.	Inquiry ongoing
20.	Furaha Charo Kazungu CAJ/MSA/JUD/001/438/2022-EM	Female	Judiciary-Malindi Law Courts	Delay	Complainant alleged delay at the Court of Appeal - *Malindi Criminal Appeal Case No. 8 of 2020.* Claimed that he appealed against a sentence, seeking a review of decision to refuse to include period served in remand (4 years) in the sentence.	Inquiry ongoing
21.	Kalume Charo Madenge CAJ/MSA/JUD/001/439/2022-KC	Male	Judiciary-Malindi High Court	Delay	Complainant alleged delay at the High Court Malindi to deliver judgment in *Criminal Appeal Case No. 59 of 2019.* He claimed that judgment was set to be delivered on 3.9.2020 but was not delivered.	Inquiry ongoing
22.	Abel Rocha Ndegwa	Male	Judiciary-Malindi High Court	Delay	Complainant alleged delay at High Court Malindi in *Criminal Appeal Case No. 62*	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/JUD/001/440/2022-EM				*of 2019* to deliver judgment since 27.11.2020.	
23.	Ibrahim Harrison Kubamba CAJ/MSA/JUD/001/441/2022-KC	Male	Judiciary-Malindi High Court	Delay	Complainant alleged delay to avail copies of High Court judgment for purposes of filing an appeal at the Court of Appeal in Malindi. He was charged with the offence of rape at Kaloleni law court vide *Criminal Case No. 338 of 2015* and found guilty. Appealed in High Court vide *Malindi High Court Criminal Appeal No. 11 of 2016* but appeal dismissed also. Intended to file a 2nd appeal.	Inquiry ongoing
24.	Moses Mubia Mwangi CAJ/MSA/JUD/001/442/2022-EM	Male	Judiciary-Malindi High Court	Delay	Complainant alleged delay at High Court-Malindi in determining *Criminal Appeal Case No. 9 of 2020*.	Inquiry ongoing
25.	Lugwe Bazo Maluka CAJ/MSA/JUD/001/443/2022-EM	Male	Judiciary-Msambweni Law Courts	Delay	Complainant alleged delay at Msambweni law court to avail copies of judgment and court proceedings in *Criminal Case No. 10 of 2019* for purposes of filing an appeal against the 10 years sentence imposed.	Inquiry ongoing
26.	Matano Charo Koi CAJ/MSA/JUD/001/444/2022-KC	Male	Judiciary-Malindi High Court	Delay	Complainant alleged delay at the Court of Appeal Malindi in determining *Criminal Appeal Case No. 14 of 2020*.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
27.	Raymond Oloo Oduor CAJ/MSA/JUD/001/447/2022-KC	Male	Judiciary-Mombasa Law Courts	Delay	Complainant alleged delay by Mombasa law court to issue him with a copy of court proceedings applied for in November in Mombasa *Civil Suit No. 710 of 2019*.	Inquiry ongoing
28.	Geoffrey Kamande Kariuki CAJ/MSA/JUD/001/452/2022-KC	Male	Judiciary	Inefficiency	Complainant alleged missing court file in Mombasa ELRC No. 244 of 2020 which had hampered his intention to file an appeal against the decision.	Inquiry ongoing
29.	Daniel Maroa Masa & Another CAJ/MSA/JUD/001/454/2022-KC	Male	Judiciary	Delay	Complainants alleged delay in criminal trials in HC Criminal Case No. 44 of 2018 and HC Criminal Case No. 31 of 2014 at Mombasa law courts which they alleged that judgment had not been delivered since 29.12.2019.	Inquiry ongoing
30.	Julius Odhiambo Oduor & 18 Others CAJ/MSA/JUD/001/455/2022-KC	Male	Judiciary	Inefficiency	Complainants raised varied issues including non-issuance of copies of charge sheets, witness statements, documentary evidence (P3, PRC forms, birth certificates), being denied a chance to communicate with next of kin among others while in custody at Shimo la Tewa prison. They claimed to have requested/raised issues in court but not assisted. Criminal trials in respective	Inquiries ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					cases still ongoing at Mombasa law courts.	
31.	Irene Watsemwa & 3 Others CAJ/MSA/JUD/001/456/2022-EM	Female	Judiciary	Unfair official conduct	Complainants in custody at Shimo la Tewa (Women) prison raised varied issues i.e. non-production in court, delays in hearings through unnecessary adjournments among others.	Inquiry ongoing
32.	John Ayisi Itebete CAJ/MSA/JUD/001/457/2022-KC	Male	Judiciary	Delay	Complainant alleged that he was denied access to Shanzu law court by a police officer (who is the complainant) in Criminal Case No. 1023 of 2019 where he is charged with obtaining money by false pretense. Claimed that he reported the issue to the Court administrator but not assisted.	Inquiry ongoing
33.	Joseph Katana Charo & Edith Sabaas CAJ/MSA/JUD/001/464/2022-KC	Male	Judiciary-Bungoma Law Courts	Inefficiency	Complainants alleged inordinate delay in the determination of Civil Suit No. 21 of 2014 filed at Bungoma law courts.	Inquiry ongoing
MINISTRY OF LABOUR AND SOCIAL PROTECTION						
1.	Elizabeth Munini Matata HUD/KWL/M.LAB/017/9/2022-EM	Female	Ministry of Labour & Social Protection	Delay	Complainant alleged refusal by her employer- 4 Kenia Trust to effect an annual 5% increment of the basic salary as agreed in the employment letter dated 1.3.2014. Claimed that the employer only effected the increase from 2014 to 2015 then stopped	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					without any reasonable cause. She reported the matter at Labour office, Diani but claimed there was delay to assist her accordingly.	
2.	Grace Akinyi Obure CAJ/KSM/M.GEN/018/17/22-WT	Female	Ministry of Public Service, Gender & Social Protection	Manifest injustice	The Complainant alleged that she stopped receiving the widow beneficiary money in 2021. She used to receive the money as from 2000 when her husband died up to 2021 when she stopped receiving the money and despite follow ups with the department of Social Protection, the payment had not been reinstated.	Inquiry ongoing
3.	Nashon Okwemba Maindu CAJ/KSM/M.LAB/017/145/22-WT	Male	Ministry of Labour & Social Service	Unresponsive official conduct	The Complainant alleged that failure by the Labour Office in Kisumu to resolve his complaint of workman injury compensation against Gohar Glassmart Ltd where he had been employed and worked until 26th April 2021 when he sustained injuries in the course of his offloading duties. He lodged the complaint with the Labour office on 7th May 2022, but was not assisted	Inquiry ongoing.
4.	John Okumu Odundo CAJ/KSM/NSSF/017/144/22-FL	Male	Ministry of Labour & Social Protection	Unresponsive official conduct	The complainant alleged that the respondent had failed to settle dues owed to the estate of her deceased daughter-Anne Adhiambo Okumu who	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					until her demise was working as a Bursar at Ogen Secondary School, Kisumu County and remitting her contributions.	
5.	Victor Peter Munyoki CAJ/M.LAB/017/840/2-22-SAK	Male	Ministry for Labour (Industrial Area Labour Office)	Unresponsive Official Conduct	The complainant lodged a matter regarding failure by Africa Flight Services (AFS) who failed to pay a settlement following an injury. In December 2021, Heritage Insurance prepared the cheques and forwarded the same to AFS who has declined to forward the same to the complainant. In this regard, he sought the assistance of the labour office has not been able to handle the same to conclusion.	Inquiry ongoing
6.	Peter M.Mwaura HUD/GPO/017/98/21-EMN	Male	State Department for Soci al Protection	Delay	The complainant brought this complaint on behalf of the Gate Rift Sand Harvesting Self Help Group alleged that they had sought to have the group registered but that the respondent has failed to registry the same	Inquiry ongoing
7.	Jason M. Mnyika CAJ/M.LAB/017/839/22-EMN	Male	Ministry of Labour and Social Protection	Delay	The complainant alleged that he is a police officer who was injured in line of duty hence entitled to compensation. He said that he has been following up on the compensation in vain	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
8.	Jemimah Auma CAJ/M.LAB/017/843/22-EF	Female	The Ministry of Labour and Social Protection	Unresponsive official conduct	The complainant alleged that the Labour Officer has failed to take appropriate action towards resolution of labour dispute with her former employer.	Inquiry ongoing
9.	Margaret Ndulu Mwenga CAJ/M.LAB/017/837/22-EF	Female	Female Labour Officer – Industrial Area	Unfair conduct	The complainant alleged that the Sub County labour officer has attempted to facilitate the signing of a final settlement agreement as between her and her former employer, which agreement has no clear terms of settlement.	Inquiry ongoing
10.	Samuel Maundu & Others CAJ/M.LAB/017/838/22-EF	Male	Labour Officer – Industrial Area	Delay	The complainants alleged that they lodged a complaint about unfair termination of their employment by The Wine Company Ltd with the Sub-County Labour Officer who initiated conciliation but has not followed through with the process.	Inquiry ongoing
11.	James Omeja Okiring CAJ/M.LAB/017/836/22-SK	Male	Ministry of Labour and Social Protection	Delay	Complainant alleged delay by the Occupational Safety and Health Office in Nairobi County to resolve a complaint wherein the complainant sought compensation by his employer Dodhia Packaging Company Limited for hearing loss sustained while working as machine operator from 2012 to 2014.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
12.	Asia Kwekwe Ndeme HUD/KWL/M.LAB/017/10/2022 -EM	Female	Ministry of Labour & Social Protection	Delay	Complainant alleged refusal by her employer- 4 Kenia Trust to effect an annual 5% increment of the basic salary as agreed in the employment letter dated 5.11.2011. Claimed that the employer only effected the increase from 2011 to 2015 then stopped without any reasonable cause. She reported the matter at Labour office, Diani but had not been assisted accordingly.	Inquiry ongoing
13.	Dr. Mary Njeru CAJ/ELD/M.LAB/017/54/22-FL	Female	Ministry of Labour and Social Protection	Unresponsive official conduct	Complainant alleged that the Child Welfare Society delayed to process the adoption of her 2-year-old daughter Zawadi Njoki which had further deprived her acquisition of a birth certificate for the minor.	Inquiry ongoing
14.	Douglas Mugambi Kaumbuthi CAJ/ISL/M.LAB/017/049/22- MBA	Male	Ministry of Labour and Social Protection	Delay	Complainant alleged that he worked at the Kisima Farm Limited where he sustained injuries during work. Compensation was awarded at Ksh. 343,000 but the amount was not paid in full. Only a half was paid. He sought intervention by the Labour Office and there was delay.	Inquiry ongoing
15.	Buluma and Company Advocates. CAJ/ELD/M.LAB/017/52/22-FL	Organizatio n	Ministry of Labour & Social Protection	Delay	Complainant alleged that the Uasin Gishu County Occupational Health &	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Safety Office failed to assess the injury and awarded damages to their client- Melvin Kedogo Noi who was injured while on duty at New Oshwal Hardware Limited. They submitted the requisite DOSH Forms for notification of the accident while on duty.	
16.	Mulwa S. Kuoko CAJ/MSA/M.LAB/017/189/2022- EM	Male	Ministry of Labour and Social Protection	Delay	Complainant alleged delay at the Labour Office - Mombasa to conclusively address a labour dispute between him and his former employer- Kenya Bay Beach Mombasa concerning unpaid terminal dues. He claimed that the matter has been pending since 2012.	Inquiry ongoing
17.	Esther Wamaitha CAJ/MSA/M.LAB/017/188/2022- EM	Female	Ministry of Labour and Social Security	Delay	Complainant alleged delay at the Labour office - Mombasa to address labour grievances lodged by Petrol Station attendants - Shell along Links Road, Nyali against their employer. The grievances included underpayment since 2016, non-payment of overtime among others.	Inquiry ongoing
18.	Juma Ndegwa Keya	Male	Ministry of Labour & Social Protection	Delay	Complainant alleged delay and/or lack of feedback at County Labour Office-Kwale	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/M.LAB/017/190/2022- EM				to act on his complaint relating to labour grievances.	
19.	Ahmed Omar o/b Abdulrahman Omar CAJ/MSA/M.LAB/017/191/2022- EM	Male	Ministry of Labour and Social Protection	Delay	Complainant alleged delay at the Occupational Safety and Health office, Nairobi to effect the award of Kshs. 241,333.30 being compensation for injuries he sustained in the course of duty at Kenya Red Cross where he was employed as a driver.	Inquiry ongoing
20.	Mulwa S. Kuoko CAJ/MSA/M.LAB/017/189/2022- EM	Male	Ministry of Labour and Social Protection	Delay	Complainant alleged delay at the Labour office, Mombasa to conclusively address a labour dispute between him and his former employer - Kenya Bay Beach, Mombasa concerning unpaid terminal dues. He claimed that the matter had been pending since 2012.	Inquiry ongoing
POSTAL CORPORATION OF KENYA						
1.	Meshack Mshei Mwashighadi HUD/WND/M.INF/023/1/2022-KC	Male	Postal Corporation of Kenya	Unfair treatment	Complainant claimed to have been wrongfully dismissed from Postal Corporation of Kenya in 2005 on unfounded allegations of theft at workplace. Claimed that though he was acquitted, he was relieved of his duties and paid Kshs. 59,500 only without pension dues.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Nicholas Kipsang CAJ/PCK/023/213/22-FN	Male	Postal Corporation	Outside Mandate	The complainant alleged that the respondent unfairly treated him by issuing him with a warning letter and withholding part of his salary after a disciplinary process that concluded and whose outcome was communicated to the complainant on 14th July 2021	Inquiry ongoing
3.	Anonymous CAJ/PCK/023/212/22-FN	Unclear	Postal corporation	Abuse of Power	The complainant alleged that one of the Directors at Postal Corporation doctored scores of an interviewee for the position of ICT General Manager. The interview was conducted on 1st April 2022.	Inquiry ongoing
4.	Ramla Ali Omar CAJ/MSA/M.INF/023/25/2022-EM	Female	Postal Corporation of Kenya	Delay	Complainant alleged inordinate delay to process refund of Kshs. 512,500/- erroneously deducted from her salary by her employer-Postal Corporation of Kenya while stationed at the Mombasa GPO office.	Inquiry ongoing
COUNTY GOVERNMENT OF TAITA TAVETA						
1.	Festus Mwasi Mwawughanga HUD/WND/CG/T.TVT/058/4/2022-EM	Male	County Government of Taita Taveta	Unlawful official conduct	Complainant alleged illegal acquisition of family land Plot No. 1407 Kishushe Adjudication Section by the County Government of Taita Taveta without duly compensating the family.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
NATIONAL SOCIAL SECURITY FUND						
1.	James Maranga Ongati CAJ/MSA/M.LAB/017/186/202 2- EM	Male	National Social Security Fund	Delay	Complainant alleged delay by the National Social Security Fund-Mombasa office to process his request for refund of benefits to enable him meet pressing needs since he is a person living with disability registered by the Council vide P/519316.	Inquiry ongoing
2.	Rose Akinyi Ochieng CAJ/NSSF/017/841/22-V.O.K	Female	National Social Security Service Fund	Delay	The complainant alleged delay in processing of benefits due to her following the demise of her husband. She was advised to provide a copy of their marriage certificate.	Inquiry ongoing.
3.	Ali Nyamawi CAJ/MSA/M.LAB/017/187/202 2- EM	Male	National Social Security Fund	Unresponsive official conduct	Complainant alleged lack of feedback to his request for refund of National Social Security Fund benefits accrued during his employment at the Mombasa Municipal Council.	Inquiry ongoing
4.	Waithira Elizabeth CAJ/NSSF/017/844/22-JMM	Female	National Social Security Fund	Delay	Complainant alleged that for a while she had followed up on payment of her dues by the National Social Security Fund without success	Inquiry ongoing
ADVOCATES COMPLAINTS COMMISSION						
1.	Mwinyi Manzu Hamisi	Male	Advocates Complaints Commission	Delay	Complainant alleged delay at the Advocates Complaints Commission to take action	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/JUD/001/446/2022-EM				against M/s Chalalu Kofa & Co. Advocates for allegedly withholding his money in a labour dispute.	
2.	Daniel Mwangi and Another CAJ/ACC/001/2461/22	Group	Advocates Complaints Commission.	Delay	The complainant alleged that the respondent had delayed to take action against some advocates he had accused of intermeddling in the Estate of a deceased person.he lodgd the said complain vide a letter dated 2nd April 2022	Inquiry ongoing
3.	Kennedy Ojiambo CAJ/JUD/001/2442/22-FN	Male	Advocates complaint commission	Delay	The complainant alleged that one Bernard Wamalwa has failed to comply with a court order issued on 21/05/2018 and that he was found guilty of withholding money arising from a successful suit in favour of a client he represented	Inquiry ongoing
4.	Jonathan David Mboka HUD/ACC/001/183/22-EMN	Male	Advocates Complaints Commission	Delay	The complainant alleged that they had reported a case in which an advocate had failed to release his wife's money paid in damages but that the respondent had failed to act on the same	Inquiry ongoing
5.	Gladys Kemunto Orwenda CAJ/ACC/001/2478/22-V.O.K	Female	Advocates Complaints Commission	Unfair treatment	The complainant alleged that she lodged a complaint with the Respondent but her file was closed prematurely. She was advised to supply her claim supporting documents	Inquiry ongoing.
6.	Philip Kahindi Nzaro	Male	Advocates Complaints Commission	Delay	Complainant alleged delay and/or lack of feedback at	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/ACC/001/465/2022 -KC				Advocates Complaints Commission to act on his complaint against M/s Obara & Obara Advocates-Mombasa for alleged withholding his compensation award granted in Mombasa Civil Suit No. 1793 of 2001. Claimed that he submitted his complaint form to the Commission on 10.2.22 but there was no feedback.	
NATIONAL HOUSING CORPORATION						
1.	Schola Mwawaza O/B Aggrieved Residents, National Housing Corporation Mtongwe Estate CAJ/MSA/M.HOU/004/122/2022-KC	Female	National Housing Corporation	Unresponsive official conduct	Complainant alleged lack of feedback and/or inaction at the National Housing Corporation-Mombasa on their numerous complaints of poor security services offered by Tofada Security Co., lack of professionalism, poor cleaning services offered by Glaciers Cleaning Co., all which have been engaged by the National Housing Corporation.	Inquiry ongoing
2.	Anonymous CAJ/CG/NRB/060/338/22-EF	Anonymous	National Housing Corporation	Inefficiency	The complainant alleged neglect of maintenance of houses constructed and managed by the NHC in Pumwani. The complaint has been lodged directly with the NHC and copied to the Commission. The complainant was requested to update the Commission on the outcome	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					of the complaint lodged with NHC.	
IMMIGRATION DEPARTMENT						
1.	Ali Muhumed Hussein CAJ/MSA/M.IMM/003/111/2022- EM	Male	Immigration Department	Delay	Complainant alleged delay at Immigration department-Mombasa office to process and issue a passport which he applied for in October 2020 vide Ref. No. 31655930.	Inquiry ongoing
2.	Issac Kariuki CAJ/GPO/IMM/062/238/22-FN	Male	Department of Immigration	Delay	The complainant alleged that his passport application has taken long despite numerous efforts to expedite the process. He made his application on 5th October 2021.He was requested to supply further details on his complaint.	Inquiry ongoing
3.	Chris Owiti CAJ/imm/003/392/22-EMN	Male	Department of Immigration	Delay	The complainant alleged that he had applied for a passport but that he had not been issue with one. He was requested to supply the commission with his claim supporting documents.	Inquiry ongoing
4.	Edwin Aballa CAJ/IMM/003/391/22-EMN	Male	Department of Immigration	Delay	The complainant alleged that he applied for his passport in September, 2021 but that the respondent has delayed to process and issue the same. He was requested to furnish the commission with his claim supporting documents.	Inquiry ongoing
5.	Abubakar Abdikadir Bashir	Male	Department of Immigration	Delay	Complainant alleged delay in processing and issuance of	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/M.IMM/003/112/2022-KC				passport he applied for on 2.3.2022 at Immigration office-Kisii County vide Application Ref: No. EPP1-7ATY3A2M and paid the required charges.	
KENYA POWER AND LIGHTING COMPANY LTD						
1.	Festus Muhando Achinga CAJ/MSA/KPLC/021/76/2022-KC	Male	Kenya Power and Lighting Company Ltd	Delay	Complainant alleged inordinate delay at Kenya Power and Lighting Company Ltd-Mombasa office to address his complaint of recurrent power outage/failure in his house situated at Manyatta in Likoni, Mombasa County. Claims issue has been outstanding since 2020.	Inquiry ongoing
2.	James Nyaga Kamau CAJ/KPLC/021/572/22-FN	Male	Kenya Power	Delay	The complainant alleged that the Respond has failed to reallocate tokens to his Meter. He has been following up on the mater REF: R2311211200580 since 26th December 2021	Inquiry ongoing
3.	Hashumati Craggs CAJ/KPLC/021/586/22-FN	Male	Kenya Power	Unresponsive official conduct	The complainant alleged that the respondent had failed to provide him with his bills and statements despite requesting for them in an email dated 29th June 2022	Inquiry ongoing
4.	Danson Munioh CAJ/KPC/021/579/22-FN	Male	Kenya Power	Unfair treatment	The complainant allegd that the respondent has failed/neglected to reverse payment done to wrong meter account: 141140614018	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
5.	Samuel Onyango Achola CAJ/KSM/KPLC/021/60/22- WT Same as complaint NO 982	Male	Kenya Power and Lighting Company (KPLC)	Manifest Injustice	The Complainant alleged that the respondent had failed to cancel postpaid account no 60113866 that was stolen in 2012 an incident that he reported at Kondele Police Station under OB No. 15/1/6/2012 and also at KPLC, Kisumu on 22/6/2012. He filled supply contract cancellation form for deactivation of the stolen meter box. On 31/8/2016 he applied for a prepaid meter number account no. 37169158317 which he had been using until 2022. On 12/6/2022 his power was disconnected an accusation that he had two accounts running. Upon making a follow up he was informed that he had an outstanding bill of ksh 67,103.41 which had accumulated during the period that the postpaid meter box was stolen. The Complainant was willing to pay his outstanding bill of ksh 7729.63 for the postpaid meter number.	Inquiry ongoing.
6.	Samuel Onyango Achola CAJ/KSM/KPLC/021/60/22-WT	Male	Kenya Power and Lighting Company	Inefficiency	The complainant alleged that the respondent had failed to undertake measures for the stoppage of accrual of bills in the postpaid meter a/c	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					60113866 that had been stolen and the matter reported at Kondele Police Station vide OB15/1/6/2012 as well as to the KPLC on 22/6/2012 where the complainant filled a supply contract cancellation form. The complainant alleged that the KPLC failed to stop the supply, leading to a bill of Ksh. 67,103.49 as at 13th June 2022, as opposed to the Ksh.7,729.63 in June 2012 before the meter was stolen. The Complainant procured a prepaid meter of a/c 37169158317 on 31st August 2016 which he used until 12//2022 when the meter was disconnected. Upon making follow ups, he was informed that he had two accounts and had a debt of ksh. 67,103.41 in the previously stolen postpaid meter as opposed to the ksh. 7,729.63 bill in 2012 before the meter was stolen.	
7.	Jane Awuor Nyawade CAJ/KSM/KPLC/021/59/22- WT	Female	Kenya Power and Lighting Company	Unresponsive official conduct	The complainant alleged failure by the Kenya Power & Lighting Company (KPLC), Kisumu to resolve a complaint regarding electricity disconnection in Ombumba Location, Kisumu County. The	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					account affected is meter number 50740089. The Complainant lodged the complaint sometime in 2020 and has made several follow ups unsuccessfully.	
8.	Benjamin Dickson Onyango Ouja CAJ/KSM/KPLC/021/58/22-WT	Male	Kenya Power and Lighting Company	Unresponsive official conduct	The complainant alleged unresponsiveness by the Kenya Power office in Kisumu. The complainant paid for a meter box replacement with KPLC in January, 2022 and despite several follow ups they had failed to replace his meter box.	Inquiry ongoing
9.	Wanekeya Okotie CAJ/KPLC/021/581/22-EF	Male	Kenya Power and Lighting Company	Unlawful official conduct	The complainant alleged that a Kenya Power employee in the Migori Office has been using his office to seek sexual favours from him wife. The complainant was advised to report the matter to the management of Kenya Power and to update the Commission in 60 days' time.	Inquiry ongoing
10.	Pamela Namusia Ndombi CAJ/KPC/021/580/22-EF	Female	Kenya Power and Lighting Company	Unlawful official conduct	The complainant alleged that she guaranteed a loan given to a contractor (Techspa General Supplies Ltd) engaged by Kenya Power, on the strength of an undertaking by Kenya Power to pay the contract money directly to the financing Organisation. She alleges that Kenya Power	Inquiry ongoing.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					employees have colluded with the contractor to defraud her and the financing Organisation by paying the contract money directly to the contractor, who has in turn defaulted in repaying the loan thus exposing the complainant to sell of her property which had been pledged as security. The complaint has been lodged with the Kenya Power General Manager, thus the complainant was advised to follow up and update the Commission.	
11.	Peter Kamau CAJ/KPLC/021/567/21-EF	Male	Kenya Power & Lighting Company	Unfair official conduct	The complainant alleged that the KPLC has irregularly inflated the quoted charges for electricity connection to his home and that despite complaints they have not addressed the irregularity.	Inquiry ongoing
12.	James Lusweti Nabachenja CAJ/MSA/KPLC/021/77/2022-KC	Male	Kenya Power and Lighting Company Ltd	Delay	The complainant alleged delay at Kenya Power-Mombasa office to act on his application for power connection to his house in Sega-Majengo in Mvita Sub County, Mombasa County. Claimed that he applied & paid the requisite charges for power connection in November 2021 vide Ref No.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					A22102021110019 but yet to be connected to date.	
13.	Kinyagi Food Processing Factory CAJ/KPLC/021/569/22-V.O.K	Organisation	Kenya Power and Lighting Company	Administrative injustice	The Complainant alleged that the Respondent disconnected its power supply on 03.09.2021 due to a power bill of Kshs. 213,635.50 but did not reconnect the same even after the Complainant paid the said bill.	Ongoing Inquiry
14.	Zarina Hassan Kiswere CAJ/MSA/KPLC/021/78/2022-EM	Female	Kenya Powerand Lighting Company Ltd	Delay	Complainant alleged delay at Kenya Power-Mombasa office to install power at her house in Ujamaa Kibaki estate, Likoni in Mombasa County. Claimed that she applied & paid the requisite charges for power installation in October 2021 vide Ref No. E2271202110011 but yet to be connected.	Inquiry ongoing
15.	Joseph Oluoch Ng'ong'a CAJ/MSA/KPLC/021/79/2022-EM	Male	Kenya Power and Lighting Company Ltd	Delay	Complainant alleged inordinate delay at Kenya Power-Siaya office to install electricity at his home in Randogo, Nyandiwa in Siaya upon his application in November 2013 vide Application Ref. No.s E24502013110136 & B24502019080002 and payment of the requisite charges.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
16.	Daniel Mbogo CAJ/KPLC/568/22-JMM	Male	Kenya Power and Lighting Company Ltd	Unlawful official conduct	Complainant alleged that Kenya power and Lighting Company Ltd had charged him exhobitantly and the bills could not be justified.	Inquiry ongoing
17.	Steve Mwaniki CAJ/KPLC/021/574/22-JMM	Male	Kenya Power and Lighting Company	Unresponsive official conduct	Complainant alleged that he bought electricity tokens using a wrong account number, and upon reporting to Kenya Power the payment was not reversed.	Inquiry ongoing
18.	Wangui Kuria & Co. Advocates for Alice Waithera Makumi Reference???	Female	Kenya Power and Lighting Company	Unfair official conduct	Complainant alleged that Kenya Power had harassed her to pay arrears for an electricity meter which was in the name of her deceased husband and they refused to disclose its location to the complainant.	Inquiry ongoing
KENYA RAILWAYS CORPORATION						
1.	Michael Saulo CAJ/MSA/M.TRA/004/123/2022- EM	Male	Kenya Railways Corporation	Delay	Complainant alleged inordinate delay at Kenya Railways Staff Retirement Benefits Scheme to process and remit his benefits of Kshs. 80,898.00 and further, irregular remittances of monthly pension of Kshs.8,993.00. Claimed that he had not received monthly pension for the months of December 2021-February 2022.	Inquiry ongoing
2.	Danson Mwangi CAJ/KRW/004/528/22-EMN	Male	Kenya Railways Corporation	Unresponsive Official Conduct	The complainant alleged that he together with his wife had booked the Madaraka	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Express and were set to travel form Nairobi to Mombasa on 22nd April, 2022 aboard the 3pm train but his wife was held up in traffic along Mombasa road hence they weren't able to travel as scheduled. He said that they opted to reschedule their journey and upon inquiring form your officers; they were informed that their tickets were invalid and that they had to purchase other tickets if they intended to use the train. They booked the 10pm train but that on checking in, they found that they had misplaced one of the tickets.They were charged 30% fare rate for the loss of the ticket after which one was manually filled in and issued to them.	
3.	Peter Kinyua Waweru for Ng'ando PAPS Housing Cooperative HUD/GPO/M.TRA/004/39/22-EF	Male	Kenya Railways Corporation	Delay	The complainant alleged that the members of the cooperative were removed from their homes to pave way for the railway line, on the condition that they would be resettled. That houses meant for their resettlement have been under construction for several years now and have stalled for a long time.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
4.	Peter Njuguna Mwangi CAJ/KRC/004/514/22-JMM	Male	Kenya Railways Corporation	Manifest injustice	Complainant alleged that Kenya Railways was undertaking construction without taking into account dust particles that emanated from the site, which is a health hazard.	Inquiry ongoing
5.	Ngando PAPS Housing Cooperative Society CAJ/KRAC/004/519/22-JMM	Organization	Kenya Railways Corporation	Delay	Complainants alleged that they were not paid compensation for the acquisition of their land used for government projects in their area.	Inquiry ongoing
INSURANCE REGULATORY AUTHORITY						
1.	COOTOW & Co. Advocates CAJ/MSA/M.FIN/000/122/2022-EM	Organization	Insurance Regulatory Authority	Delay	Complainant alleged delay at Insurance Regulatory Authority (IRA) to take appropriate action against AMACO insurance company for refusal to settle the decretal amount of Kshs. 835,430.00 awarded to his client in Mombasa Civil Case No. 880 of 2019.	Inquiry ongoing
2.	Jamaa I. Mohamed CAJ/IRA/000/1430/22-EMN	Male	Insurance Regulatory Authority	unresponsiveness	The complainant alleged that he had a medical cover with CIC insurance and that he underwent an emergency procedure and paid for it but that CIC insurance had failed to reimburse him the monies incurred. The complainant was referred to the Insurance Regulatory Authority	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
3.	Hezekiah Ndemo Onyango CAJ/IRA/000/1459/22-V.O.K	Male	Insurance Regulatory Authority	Criminal	Complainant requested the ODPP to investigate an alleged collusion between IRA and AMACO. The complaint is inadmissible.	Complaint Closed
4.	Eric Ngwono Aduogo CAJ/KSM/IRA/000/07/22-WT	Male	Insurance Regulatory Authority	Delay	The complainant alleged delay by the Insurance Regulatory Authority (IRA) to process payment awarded in the civil suit no 36 of 2011 against Concord Insurance Company. In August, 2021 IRA advertised made an advert on the winding up of Concord Insurance Company and requested the affected parties to apply for compensation. The Complainant made an application and followed up on the matter vide letters dated 1st March, 2022 and 14th April, 2022 which he was yet to receive substantive response.	Inquiry ongoing
5.	Charles Musee CAJ/IRA/000/1412/22-JMM	Male	Insurance Regulatory Authority	Unresponsive official conduct	Complainant alleged that he lodged a complaint with Insurance Regulatory Authority vide a letter dated 31st July 2019. The complaint was against corporate insurance for failure to pay injury claims for policy No. CO1/080/1/903084/2012.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Despite several follow ups, the Authority never responded to the issue raised.	
OFFICE OF THE ATTORNEY GENERAL						
1.	Cosmas Kyule Ngunuu CAJ/MSA/AG/001/453/2022-EM	Male	Office of the Attorney General	Delay	Complainant alleged delay at the Attorney General's office Mombasa to settle the decretal amount of Kshs. 2,221,000 awarded in Mombasa Civil Case No. 1057 of 2009.	Inquiry ongoing
2.	Michael Ogega HUD/KSI/AG/001/87/22-FL	Male	Office of the Attorney General & Department of Justice	Delay	The complainant alleged that the Registrar of Marriages, Kisii County had delayed to issue them with a certified copy of their marriage certificate made through application Ref. No. CU6-Z318BM.	Inquiry ongoing
3.	Michael Ogega HUD/KSI/AG/001/87/22-FL	Male	Office of the Attorney General and Department of Justice	Delay	The complainant alleged that the Registrar of Marriages, Kisii County had delayed to issue him with a certified copy of his marriage certificate rendered through application reference number:CV6-Z318BM	Inquiry ongoing
4.	Beatrice Atieno Olang' CAJ/KSM/PT/001/496/22-FL	Female	Office of the Attorney General and Department of Justice	Delay	The complainant alleged that the Public Trustee, Eldoret County had delayed to settle dues owed to the estate of Charles Otondo Olang despite the dues having been	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					sent to the office by the employer.	
5.	Albert Allunda Meja T/A Samwuel Alunda Mmbwanga Meja CAJ/KSM/AG/001/494/22-WT	Male	Office of the Attorney General	Delay	The complainant alleged that the respondent had delayed to pay him a decretal sum awarded to him in Kapsabet PMCC NO. 80 of 2007.	Inquiry ongoing
6.	Peter Ndung'u Kaihenye CAJ/GOK/58/22-V.O.K	Male	Government of Kenya	Unlawful official conduct	The complainant alleged various forms of injustices from all the arms of Government. Seeks legal representation before international Courts. He was advised to avail his claim supporting documents	Inquiry ongoing.
7.	Kennedy Watako Mulesi CAJ/AG/001/2475/2022-V.O.K	Male	Attorney General	Delay	The Complainant alleges that he was the Plaintiff in Nairobi CMCC No. 7187 of 2022 *Kennedy Watako Malesi vs The Attorney General* in which the Court entered judgment in his favour on 21st September 2016 and issued a Decree on 1st November 2021 through which he is to be paid Kshs. 5,174,612.72. He has not been paid the decretal amount as ordered by the Court.	Ongoing inquiry
8.	Ontita Angwenyi Bosire CAJ/AG/001/2466/22-V.O.K	Male	Attorney General	Unresponsive official conduct	The Complainant alleged that on 22.02.2017, the Court passed judgment in his favour in *Kisii CMCC No. 487/14* but the same has not been implemented by the Respondent.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
9.	Josephine Rehema Baya CAJ/MSA/AG/001/460/2022-EM	Female	Office of the Attorney General-Public Trustee	Delay	Complainant alleged inordinate delay at the Office of Public Trustee to process and disburse terminal benefits of her late husband- Sylvester Sammy Katana who sustained fatal injuries in the course of duty at Hakika Transporters Limited. The Co. & the Occupational Safety department had confirmed issuing 2 cheques totaling to 1,088,000 to the Public Trustee for onward transmission but payment is yet to be effected.	Inquiry ongoing
10.	Evans Kipngetich CAJ/AG/001/1444/21-JMM	Male	Office of the Attorney General - Registrar of Companies	Delay	Complainant alleged that he was unprocedurally removed as a director of his company and the records at the Companies Registry were altered in that regard.	Inquiry ongoing
11.	Venessa Aroko CAJ/AG/001/2445/22-JMM	Female	Office of the Attorney General – Registrar of Marriages	Unlawful official conduct	Complainant alleged that the Marriage Registrar declined to issue a certified copy of a marriage certificate without justification.	Inquiry ongoing
12.	John Mwanzia CAJ/AG/001/2474/22-JMM	Male	Office of the Attorney General	Delay	Complainant alleged that he raised an invoice which is owing and the Office of the Attorney General declined to settle the same.	Inquiry ongoing
13.	Samwel Wagwa Maina CAJ/AG/001/2466/22-SNK	Male	Office of the Attorney General	Unresponsive official conduct	Complainant alleged failure by the Registrar of Trade Unions to effect removal of the Secretary General of	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Kenya Union of Water and Sewerage Employees from office.	
14.	Raeli Mukiri CAJ/ISI/JUD/001/061/22-MBA	Female	Office of the Attorney General	Delay	Complainant alleged that she is the widow of Mr. Japheth M'raria who was the defendant in Meru Criminal Case number 93 of 2003. That Mr. Japheth M'raria was held in custody from 22nd March 2002 to 12th October 2006 and that he was subsequently acquitted under section 210 of the Criminal Procedure Code. He thereafter instituted a civil suit to be compensated vide Meru civil case number 453 of 2007 and was awarded Ksh.3,000,000 with interest. When he passed on the widow took over his estate and followed up but she was not paid.	Inquiry ongoing
15.	Mohamed Ali CAJ/ISI/JUD/001/062/22-MBA	Male	Office of the Attorney General	Delay	Complainant alleged that his father was a victim of extra-judicial killing by the Police and that they were awarded compensation by the Court in inquest number 6 of 2015, but the government has failed to make payment as per the Court's ruling.	Inquiry ongoing
NATIONAL HEALTH INSURANCE FUND						
1.	Mahesh Sangani	Male	National Health Insurance Fund	Manifest injustice	Complainant alleged that his employee - Patrick Kitheka	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
	CAJ/MSA/NHIF/012/54/2022-KC				was denied insurance benefits upon his admission at the Coast General Hospital-Mombasa in March 2022 for 5 days. The total bill was Kshs 19,000 but despite availing his NHIF card to the hospital, the hospital claimed that he did not get pre-authorization prior to his admission. Thus, he was asked to settle the bill in cash and thereafter, seek refund at NHIF. On 1.4.22 he proceeded to NHIF Mombasa but was informed he was NOT eligible.	
2.	David Kisilu Mutua CAJ/M.HEA/012/595/22-SNK	Male	National Health Insurance Fund	Manifest injustice	Complainant alleged failure by the Fund to pay for the medical treatment of his wife Mrs Elizabeth Mwende, who is a retired civil servant.	Inquiry ongoing
KENYA PORTS AUTHORITY						
1.	Anonymous CAJ/MSA/KPA/004/124/2022-EM	Male	Kenya Ports Authority	Manifest injustice	Complainant alleged manifest injustice at Kenya Ports Authority in the promotion exercise of specific senior staff without subjecting all staff to a fair and competitive process contrary to Article 232 & Chapter Six of the Constitution of Kenya 2010 and Article 16 of the Public Service Commission Act among others.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
ETHICS AND ANTI-CORRUPTION COMMISSION						
1.	Albert Cheruyiot Bett & Another CAJ/MSA/EACC/026/11/2022-KC	Male	Ethics and Anti-Corruption Commission	Delay	Complainants alleged inordinate delay by the Commission's Malindi office to conclude investigations and take action on an incident involving bribery allegations leveled against them. They indicated the matter has been pending since July 2020 despite availing themselves for probing and interrogation on several occasions.	Inquiry ongoing
DEPARTMENT OF CIVIL REGISTRATION						
1.	Isaac Chege Njoroge CAJ/NCC/005/516/22-JMM	Male	Department of Civil Registration	Delay	Complainant alleged that he applied for death certificate on 2nd November 202 for his late mother Faith Mukami Kamau through the e-citizen platform. He was told to wait for a period of one month. He has been making follow-ups but the Department was taking him in circles notwithstanding the fact that he provided all the documents required for processing of the certificate.	Inquiry ongoing
2.	Robert Mutua Ngila CAJ/DGR/001/2494/22-EMN	Male	Directorate of Civil Registration	Delay	The complainant alleged that he had applied for his deceased father's death	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					certificate but that the respondent had failed to issue him with the same. He was requested to supply his supporting documents	
3.	Fidel Castro Khayega CAJ/ROP/003/374/22-EF	Male	Registrars of Persons – Department of Civil Registration Kisii Office	Unlawful official conduct	The complainant alleged that the registrars of persons at the Kisii Office asked for bribe to process his application for change of particulars on his Identity Card and Birth Certificate, which he paid, and that afterwards they failed to effect the changes. He has been asked to provide supporting documents.	Inquiry ongoing
KENYA REVENUE AUTHORITY						
1.	David Mbuthia CAJ/KRA/000/1411/22-JMM	Male	Kenya Revenue Authority	Unfair official conduct	Complainant alleged that he claimed a refund of overpayment from Kenya Revenue Authority without success.	Inquiry ongoing
2.	Barnabas Silwa CAJ/KRA/000/1426/22-FN	Male	Kenya Revenue Authority	Delay	The complainant alleged that the respondent delayed in refunding the complainant his tax refund due to him as a result of his disability. He has been following up on the matter since 2020	Inquiry ongoing
3.	Paul Okoth CAJ/KRA/000/1454/22-EMN	Male	Kenya Revenue Authority	Manifest Injustice	This complaint is addressed to the respondent and copied to the Commission. The complainant alleges that he	Inquiry ongoing

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					was the respondent's employee and that his service had been unfairly terminated. This letter was an appeal to the respondent to reconsider its earlier decision.	
4.	John Gichuki Waigwa CAJ/KRA/000/1450/22-EF	Male	Kenya Revenue Authority	Inefficiency	The complainant alleged that the Kenya Revenue Authority has failed to attend to his application for rectification of his Personal Number Registration particulars so as to remove the erroneous tax obligations of an employer.	Inquiry ongoing
5.	David Nyamu Katambo CAJ/KRA/000/1429/22-JMM	Male	Kenya Revenue Authority	Unlawful official conduct	Complainant alleged that he requested for a refund from KRA without success.	Inquiry ongoing
6.	Joshua Chesire for Philip Vane Ian CAJ/KRA/000/1443/22-V.O.K	Male	Kenya Revenue Authority	Unresponsive official conduct	The complainant alleged that he requested the Respondent to incorporate and link Philip Vane Ian's alien ID number with his PIN number but the Respondent did not act.	Inquiry ongoing
7.	Jesse Munene CAJ/KRA/000/1433-JMM	Male	Kenya Revenue Authority	Inefficiency	Complainant alleged that his account was not updated to reflect the PAYE paid by his employer in the year 2015 and thus showed he owed tax. He also alledged that he was erroneously registered for VAT despite the fact that he does not deal with supplies, a fact which he explained to the Kenya Revenue Authority but no action was taken to rectify.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
8.	Stephen Ndwiga Njagi CAJ/KRA/000/1439/22-JMM	Male	Kenya Revenue Authority	Delay	Complainant alleged that he is a person living with disability, registration No. NCPWD/P/160660. In 2019, KShs 15,873.75 was erroneously deducted from his salary as PAYE and he persistently raised the issue of the erroneous deduction with the Authority but they did not refund the money.	Inquiry ongoing
9.	Churchill Odhiambo Oseno CAJ/KRA/000/1435/22-SNK	Male	Kenya Revenue Authority	Manifest injustice	Complainant alleged taxation despite the fact that he had a tax exemption certificate.	Inquiry ongoing
10.	Peter Maina Theuri CAJ/KRA/000/1436/22-SNK	Male	Kenya Revenue Authority	Delay	Complainant alleged delay in resolution of a complaint on erroneous computation of his rental income.	Inquiry ongoing
TEACHERS SERVICE COMMISSION						
1.	Emmanuel Peter CAJ/TSC/013/2242/22-JMM	Male	Teachers Service Commission	Unfair official conduct	Complainant alleged that he is a Person Living with Disability and a teacher at Kiamwangi Secondary School in Nyeri County. Due to his state of health, he requested for a transfer on 4th March 2021 to his home county is Kitui. He also managed to get a suitable and willing swap by the name Jacqueline Muthoni	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Mwaniki, TSC No. 557455. He has made several follow-ups on this issue of transfer without success.	
2.	James Muhoro Gathii CAJ/MSA/M.EDU/013/135/2022- EM	Male	Teachers Service Commission	Delay	Complainant (TSC No. 197313) alleged delay at TSC to effect increment of salary totaling to Kshs. 514,000/= upon his promotion from a P1 teacher to Secondary teacher after he advanced his studies and obtained a degree. Further claimed his pension benefits had not been paid to date despite retiring from teaching service in December 2019 and submitting the requisite forms to Teachers Service Commission for onward transmission.	Inquiry ongoing
3.	Evans Murimi Mwiti CAJ/TSC/013/2315/22-FN	Male	Teachers Service Commission	Delay	The complainant alleged that the respondent is yet to determine a disciplinary hearing case that was held on 14th April 2022. He is alleged to have incited members of staff of Nkubu High School	Inquiry ongoing
4.	Hezekiah Kiplagat Mutai CAJ/TSC/013/2265/22-FN	Male	Teachers Service Commission	Ineptitude	The Complainant alleged that his gratuity was wrongfully calculated by his former employer as claimed in a letter dated 8th February 2022 to the TSC	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
5.	Philip Kisingu CAJ/ATI/TSC/013/48/22-FN	Male	Teachers Service Commission	Unfair treatment	The complainant alleged thathe is a teacher and holder of TSC No 193716 has been unfairly demoted to primary teacher 1 after having been promoted vide a letter dated 9th September 2015	Inquiry ongoing
6.	Oyugi David Oyugi CAJ/KSM/TSC/013/365/22-WT	Male	Teachers Service Commission	Manifest injustice	The complainant alleged unfair dismissal by Teachers Service Commission without fair hearing. That while serving as a VTC Trainer, he was awarded a government scholarship to study in China. He proceeded for studies abroad and while there, his employment was terminated. Upon return in 2019, he filed an appeal against his dismissal and the TSC had failed to act on the matter.	Inquiry ongoing
7.	Loftus Okuku Omolo CAJ/KSM/TSC/013/368/22-FL	Male	Teachers Service Commission	Unresponsive official conduct	The complainant alleged that the Teachers Service Commission had failed to address his complaint on underpayment of his pension's dues. This was caused by inaccurate details of employment provided by the TSC to the Pension's Department.	Inquiry ongoing
8.	Francis Imende CAJ/KSM/TSC/013/361/22-FL	Male	Teachers Service Commission	Unresponsive official conduct	The complainant alleged that the respondent failed to address his complaint on anomaly in the computation	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					of his pension dues which has led to the underpayment of the same by the Pensions Department	
9.	Elizabeth Anyango Okongo CAJ/KSM/TSC/013/362/22-FL	Female	Teachers Service Commission	Delay	The Complainant on allegations that the Teachers Service Commission had delayed to process the file of the late James Okong'o Awiti and forward the same to the Pensions Department for payment for computation of the deceased benefits. The deceased until his demise on 2/10/2007 was employed as a teacher, TSC Number 173008.	Inquiry ongoing
10.	Joseph Ombwogo Auma HUD/KSI/TSC/013/81/22-WT	Male	Teachers Service Commission	Unresponsive official conduct	The complainant alleged that the respondent had failed transfer the teacher, TSC No. 590389 from Bogitaa E.L.C.K Mixed Secondary School, Kisii County, on medical grounds.	Inquiry ongoing
11.	Lilian Singoei Jemaiyo CAJ/TSC/013/2334/22-EMN	Female	Teachers Service Commission.	Delay	The complainant alleged that she the respondent's retied employee having retired in June, 2020. She said that she has been following up on her retirement benefits in vain.	Inquiry ongoing
12.	Mburugu Tony CAJ/TSC/013/2333/22-EMN	Male	Teachers service Commission	Delay	The complainant alleged that his father Jacob Marangu Mbogori retired in 2003 and as thus was a beneficiary of the settlement case for 1997 teachers. He said that he has followed up for payment but	Inquiry ongoing

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					that the respondent had failed to pay	
13.	Samwel K. Waweru CAJ/TSC/013/2259/22-EMN	Male	Teachers Service Commission	unfairness	The complainant alleged that he was the respondent's employee having retired in 1997. He said that the respondent wrongly computed his retirement benefits by failing to consider an increment earned in 1997. He was requested to supply the commission with his claim supporting documents	Inquiry ongoing
14.	Esther Muthoni CAJ/TSC/013/2216/22-EMN	Female	Teachers Service Commission	Delay	The complainant alleged that her late mother worked with the Teacher's service commission and retired in 2003. She said that her mother followed up on her pension benefits in vain and that the same has not been released to them either despite various follow ups	Inquiry ongoing
15.	Esther Muthoni CAJ/TSC/013/2261/22-EMN	Female	Teachers Service Commission	Delay	The complainant alleged that she is the deceased Ruth wanjiru Muriuki's daughter who was the respondent's employee. She said that she has been following up on her terminal benefits in vain. The complainant was requested to furnish the commission with the claim supporting documents.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
16.	Jimale Dlis Hamdi CAJ/TSC/013/2261/22-EMN	Male	Teachers Service Commission	Unfairness	The complainant alleged that he is a graduate teacher having graduated in 2019 and a person Living with disability. He applied for a teaching a job as a teacher with the respondent but that he was discriminated on grounds of his disability. The complainant was requested to supply the commission with his claim supporting details	Inquiry ongoing
17.	Njogu Waweru CAJ/TSC/013/2250/22	Male	Teachers Service Commission	unresponsive Official Conduct	the complainant alleged that he is a teacher at Ihagwi Secondary School in Muranga and that he has been in his current duty station for 3 years. He said that he had been diagnosed with epilepsy a condition which requires close monitoring and attention and as thus sought a transfer to a school near his family on medical grounds.	Inquiry ongoing
18.	Clive Ongeri Ndiege CAJ/TSC/013/2247/22-EMN	Male	Teachers Service Commission	Unfair treatment	The complainant alleged that he is the respondent's employee and that he furthered his studies by acquiring a Masters Degree in Human Resource but that the respondent had failed to grant him a salary increment.	Inquiry ongoing
19.	Daniel Mworia CAJ/TSC/013/2246/22-EF	Male	Teachers Service Commission	Unresponsive official conduct	The complainant alleged that he is eligible for payment of a salary increment for the years	Inquiry ongoing

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					1997 to 1st June 1999 when he served as a teacher. He was asked to provide supporting documents to demonstrate basis for the claim.	
20.	Gabriel Bunei for Alice Kobilo Kiprono CAJ/TSC/013/2318/22-EF	Male	Teachers Service Commission	Inefficiency	The complainant alleged that she is a retired teacher who has been waiting for her pensions benefits since the year 2007 because the Teacher's Service Commission failed to forward a document referred to as a 'deletion sheet' to the Pensions Department.	Inquiry ongoing
21.	Elijah Gaa CAJ/TSC/013/2297/22-SK	Male	Teachers Service Commission	Unfair Treatment	The Complainant alleged that the respondent imposed an illegal deduction of Kshs.200 per month on his payslip in favour of Kenya Union of Post Primary Education Teachers. He stated that there was no justification for the deduction as he had not subscribed to KUPPET BBF National Welfare Program and the inclusion of his name therein was done without his consent	Ongoing inquiry
22.	Peter Obade CAJ/TSC/013/2288/22-SK	Male	Teachers' Service Commission	Unresponsive Official Conduct	The complainant allged he was transferred from Kadika Secondary School to Sagero Secondary school and that the respondent had failed to pay him transfer allowance. He stated that non-payment	Ongoing inquiry.

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					of the transfer allowance was a contradiction of the TSC Code of Regulations as well as the Public Service Commission Code requires that where an employee is transferred without having requested for the transfer, he/she should be paid a transfer allowance	
23.	Fidelis Ndeto Wambua HUD/ELD/M.EDU/013/43/22/-NK	Female	Teachers Service Commission	Delay	Complainant alleged that the Teachers service Commission delayed to address a payment query from the Pensions Department since 3/1/2022 to enable the processing of her pension. The complainant retired from the service in 2019.	Inquiry ongoing
24.	Phylis Njoki Kimani CAJ/ ELD/M.EDU/013/93/22-NK	Female	Teachers Service Commission	Delay	Complainant alleged delay by the Teachers Service Commission to compute the benefits owed to the estate of Suba Elizabeth Kimani for payment by the Pensions Department.	Inquiry ongoing
25.	Cherotich Winrose CAJ/TSC/013/2249/22-JMM	Female	Teachers Service Commission	Delay	Complainant alleged that she was a teacher at Kuja Special; Secondary School for the deaf in Rongo Subcounty, Migori County. Her ex-husband threatened to kill her, a fact that she reported at Kamagambo Police Station OB No. 31/24/11/021. She	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					raised the said concerns with the Teachers Service Commission through a letter dated 17th December 2021 and requested for a transfer but no action had been taken yet.	
26.	Aspel Kiplagat Makau CAJ/ELD/M.EDU/013/99/22-FL	Male	Teachers Service Commission	Delay	Complaiant alleged that TSC delayed to settle salary dues owed to him for the period 1/6/2006-7/3/2018, during which period he was on interdiction and it was ruled that he was paid his dues in November 2018 when the salary was sent to a wrong account.	Initiated inquiry which is ongoing
27.	Fredrick Kimathi Ikunda CAJ/HUD/M.EDU/013/008/22-MBA	Male	Teachers Service Commission	Delay	Complainant alleged that he was a teacher and was accused of defiling a student, but after prosecution in court he was acquitted. He sought reinstatement but was denied, thereafter he appealed but there is no response.	Inquiry Ongoing
28.	Brian Osore CAJ/TSC/013/2258/22-JMM	Male	Teachers Service Commission	Oppressive official conduct	Complainant alleged that he applied for sick leave and was denied.	Inquiry ongoing
29.	Zipporah Muthoni HUD/KAJ/013/221/22-JMM	Female	Teachers Service Commission	Manifest injustice	Complainant alleged that the Teachers Service Commission declined to approve expenses legitimately	Inquiry ongoing

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					incurred while seeking treatment.	
30.	Agnes Wanjiru CAJ/TSC/013/2270/22-JMM	Female	Teachers Service Commission	Unlawful official conduct	Complainant alleged that the Teachers Service Commission failed to remit her NSSF deductions.	Inquiry ongoing
31.	Micah Otieno Buore CAJ/TSC/013/2298/22-JMM	Male	Teachers Service Commission	Delay	Complainant alleged that money was deducted from his salary in favour of a Sacco which he was not a member of.	Inquiry ongoing
32.	Retired Teachers CAJ/ISI/M.EDU/O13/030/22-MBA	Group	Teachers Service Commission	Unresponsive official conduct	Complainants alleged that in 1997 they served as teachers and were awarded a 200% salary increment and the money was to be paid in 5 phases.That the first phase was paid in July 1997 and in 2003 some teachers were transferred from the Teachers Service Commission to the Ministry of Education and were not paid the remainder. The complainants had been pursuing the Commission to uphold the high court ruling in civil case number 65 of 2006 and civil appeal case number 38 of 2014 and pay the amount due to them through adjustment of their pension benefits.	Inquiry Ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
COUNTY GOVERNMENT OF KAJIADO						
1.	Moses Njugi CAJ/M.LAN/022/2242/21-JMM	Male	County Government of Kajiado	Delay	Complainant alleged that he is the owner of Plot No. 1334 Saina Annex in Kajiado. A new number being B1234 for the said plot was issued after a validation but no new allotment letter was issued. He sought the issuance of a new letter of allotment reflecting the new number without success.	Inquiry ongoing
2.	Anonymous CAJ/KAJIADO C.GVT/081/29/22-V.O.K	Male	Kajiado County Government	Unlawful official conduct	The complainant alleged that the Respondent is unfair in the manner in which it creates villages and village council committees. He was advised to lodge the complaint with the Respondent first and update the Commission	Ongoing inquiry.
KENYATTA NATIONAL HOSPITAL						
1.	Florence Kimatu CAJ/KNH/012/582/21-JMM	Female	Kenyatta National Hospital	Delay	Complainant alleged that she is the widow of the late Dr. Jimmy Muoka Salim. The late Dr. Jimmy Muoka Salim was a doctor employed by Kenyatta National Hospital having been employed on 28th April 1998 in the position of a Medical Specialist II in the department of Surgery. The late Dr. Jimmy Muoka Salim went on early retirement in 2007 at the age of 48 years	Inquiry ongoing

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					and died in 2008. The widow has claimed payment of pension benefits without success.	
			UNKNOWN			
1.	Taibjee & Bhalla Advocates CAJ/M.LAN/022/2257/22-JMM	Organization	Taibjee & Bhalla	Delay	Complainant alleged that he initiated the process of registering a charge without success.	Inquiry ongoing
KENYA NATIONAL HIGHWAYS AUTHORITY						
1.	Simon Macharia CAJ/KENHA/006/199/22-JMM	Male	Kenya National Highways Authority	Manifest injustice	Complainant alleged that the Kenya National Highways Authority deliberately omitted a service lane along Mombasa road near the syokimau area.	Inquiry ongoing
2.	Simon Macharia CAJ/KENHA/006/199/22-JMM	Male	Kenya National Highways Authority	Manifest injustice	Complainant alleged that the Authority unjustifiably failed to provide a service lane along Mombasa road.	Inquiry ongoing
3.	Ndumuru Integrated Farmers Shg ISI/HUD/M.ROA/006/001/22-MBA	Organization	Kenya National Highways Authority	Unresponsive official conduct	Complainants alleged that the Authority trespassed on their demarcated land and despite lodging a complaint at their office no action was taken to address the problem.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
MINISTRY OF WATER, SANITATION AND IRRIGATION						
1.	Francis Asiago Marita CAJ/WAT/009/306/22-JMM	Male	Ministry of Water, Sanitation and Irrigation	Unfair official conduct	Complainant alleged that he was unfairly dismissed from service.	Inquiry ongoing
2.	Kennedy Law CAJ/MWAT/009/315/22-FN	Male	Nairobi City Water & Sewerage Company	Unfair treatment	The complainant complained that the water rationing programme for South C region in Nairobi was punitive and irregular particularly on the supply on 12th and 13th April 2022	Inquiry ongoing
3.	Joseph Mwangi Njoroge & Others CAJ/MWAT/009/314/22-FN	Group	Murang'a Water and Sanitation Company	Unfair Treatment	The compklainant alleged thatin 2009 the Respondent approached the complainant seeking to use their land parcels to lad down water pipes for a water project. The complainants have not been compensated to date	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
4.	Jane Njeri Gachiri CAJ/M.WAT/009/308/22-FN	Female	Thika Water Sewerage Company	Delay	The complainant alleged that he was unfairly dismissed the complainant from employment vide a letter dated 29th November 2021, the complainant appealed against the dismissal dated 2nd December 2021 and is awaiting the determination	Inquiry ongoing
5.	Concerned Staff CAJ/M.WAT.009/319/22-FN	Unclear	Oloolaiser water company.	Outside Mandate	The complainant allegedly that he unfairly suspended from work. He was advised to follow appeal procedure and update the commission	Inquiry Ongoing
6.	George Chili Otieno CAJ/WRA/009/320/22-EF	Male	Water Resources Authority	Unfair official conduct	The complainant alleged that the Water Resources Authority has stopped payment of his salary without giving him prior notice of the reason and without undertaking due process. The complaint has been lodged with the Public Service Commission. The complainant was advised to follow up the matter with the said office and update the Commission in 60 days' time.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
7.	Anthony Wambua Muthui CAJ/M.WAT/009/316/22	Male	National Water Harvesting and Storage Authority	Delay	The complcinant alleged that he was contracted by the respondent to construct Dams under LSo No. 007769,Yokot/ Chepchor Dam in Keiyo LSN No.694202, keiyo Yokot Dam LSO No. 002382, Kaditonge dam in Rachuonyo LSO NO. 000097 and Weipan Nakuru LSO No. 000755 in various parts of the country. He constructed the dams and handed them over to the respondent but that the respondent had failed to pay him for the services rendered	Inquiry ongoing
8.	Emily Mbashu CAJ/M.WAT/09/305/22-FN	Female	Tavevo water & sewerage company	Unfair treatment	The complainant alleged that the respondent disconnect water on her tenants' houses for non-payment of water bills vide a letter dated 29th December 2021, and such request has not acted upon by the respondent. She was requested to supply further details on his complaint.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
9.	Colin Azavedo CAJ/NWS/009/304/22-EF	Male	Nairobi Water and Sewerage Company	Unfair conduct	The Complainant alleged that his apartment block along Kandara Road in Kileleshwa has been receiving a very low flow of water only on Sunday every week, yet nearby commercial buildings are receiving water up to 4 days in a week. That they have complained but there is no response.	Inquiry ongoing
10.	Residents of Waruku Estate CAJ/M.WAT/009/309/22-SK	Group	Ministry of Water & Sanitation and Irrigation	Inefficiency	The complainant alleged that the Nairobi Water & Sewerage Company had failed to avert an overflow of raw sewage emanating from Kianda School and residential flats near JKUAT Westlands campus posing health risks to the residents. They further allege that the raw sewage had flooded Musa Gitau Road rendering it impassable.	Ongoing inquiry
11.	James Lumumba Ndengah CAJ/ELD/M.WAT/009/7/22-FL	Male	Ministry of Water, Sanitation and Irrigation	Manifest injustice	Complainant alleged that the Ministry of Water failed to compute pension dues owed to him for the period 1984-1994 whilst he was an employee of the Ministry as a senior Clerical Officer attached at Narok District (as it then was).	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
12.	Florance Gaceri Mugambi CAJ/ISL/M.WAT/009/008/22-MBA	Female	Ministry of Water	Delay	Complainant alleged that she was an employee of the Ministry of water where she used to pay some amount for welfare. Upon retirement, she asked to be refunded the amount due to her but the office in charge declined to address her requests.	Ongoing inquiry
KENYA INSTITUTE OF MASS COMMUNICATION						
1.	Julius Ungadi Luhai CAJ/KIMC/023/207/22	Male	Kenya Institute of Mass Communication	Unfair official conduct	Complainant alleged that he was unfairly removed from the payroll.	Inquiry ongoing
KENYA NATIONAL EXAMINATIONS COUNCIL						
1.	Abukar Ahmed CAJ/KNEC/013/2268/22-JMM	Male	Kenya National Examinations Council	Delay	Complainant alleged that the Kenya National Examinations Council delayed to release his results.	Inquiry ongoing
2.	Anonymous HUD/KAJ/KNEC/013/223/22-FN	Unclear	Kenya National Examinations Council	Delay	The complainant alleged that the respondent filed to pay him after he supervised KNEC exams. He was requested to supply further details on his complaint.	Inquiry ongoing.
3.	Vitality Institute CAJ/KSM/KNEC/013/364/22-WT	Organisation	Kenya National Examinations Council		The complainant on behalf of Florence Aesa Oteko, index No. 43706002005 & Jackson Wataka, index No. 437060012, students at Vitality ECDE TTC who alleged that the Kenya National Examinations Council had withheld their results since February 2021	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					pending confirmation of their qualifications and suitability to have registered and sat for the said examinations. That this is despite the fact that their School, Vitality Institute of Education and Training vide a letter dated 11th February 2022 communicated to the KNEC on their eligibility to register and sit for the examinations. That they needed their results to be released in order to make appropriate decisions on their studies.	
KENYA PRISONS SERVICE						
1.	Dismas Gitenge Motogwa CAJ/PO/047/528/22-JMM	Male	Kenya Prisons Service	Unfair official conduct	Complainant alleged that he was dismissed from service and his seniors destabilized his family.	Inquiry ongoing
2.	Robert Kasamu Kawa CAJ/PRI/002/161/2022-FN	Male	Prisons Department	Unresponsive Official conduct	The complainant alleged that the respondent had failed/neglected to give him details of the death of his son, Alex Kawa Kasamu who did while in Kitui Prison on 7th January 2013	Inquiry ongoing
3.	Patrick Wafula Melu HUD/BGM/KPS/002/5/22-AO	Male	Kenya Prisons Service	Unresponsive Official conduct	The complainant alleged that the Commissioner General of Prisons had failed to amend his personal records to reflect his status as a person living with disability. That this denied him the right to have his	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					retirement age extended from 60 to 65 years, a right of persons with disability.	
4.	Gregory Kilonzo Ndambuki CAJ/KPS/002/159/22-EF	Male	Kenya Prison Services	Unresponsive official conduct	The complainant alleged delay by the Kenya Prison Service to pay him for electrical works services offered at the Kitui Prison. He was advised to raise the matter with the Public Procurement Regulatory Authority and update the Commission.	Inquiry ongoing.
5.	Duke Makori CAJ/PRI/002/157/22-SK	Male	Kenya Prison Services	Unlawful official conduct	Complainant who was an inmate at Nairobi West Prison alleged that prison officers at the Prison *(names withheld)* conned him Kshs. 187,000 and Kshs.14,500 which he had withdrawn from his account at Equity Bank and Mpesa respectively to cater for school fees for his children.	Inquiry ongoing
6.	Anonymous CAJ/ISI/M.HHA/002/007/22-MBA	Organizatio n	Kenya Prison Service	Oppressive official conduct	Complainants alleged that they were subjected to harassment, unfair treatment and oppressive conduct while working at the Service, because their seniors had abused their powers and created a toxic working condition by threatening them with transfers in the event they failed to act in accordance with their will.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
COUNTY GOVERNMENT OF KIAMBU						
1.	Geoffrey Githaka Mwangi CAJ/CG/KIAMBU/072/85/22-JMM	Male	County Government of Kiambu	Unlawful official conduct	Complainant alleged that he was seconded to the County Government of Kiambu as a driver, job Group D on 1st January 2014. He started working as a driver until he fell ill and was admitted in Gatundu Level 4 Hospital between 4th September 2015 and 11th September 2015, when his employment was terminated.	Inquiry ongoing
2.	Eva Gatwiri Bundi CAJ/CG/KIAMBU/072/82/22-V.O.K	Female	Kiambu County Government	Unresponsive official conduct	The Complainant alleges that on 21.02.2022, she lodged a complaint regarding hazardous dumping of garbage along Limuru-Tigoni road with the Respondent who did not respond to the same.	Ongoing Inquiry
KENYA MARINE AND FISHERIES RESEARCH INSTITUTE						
1.	Martha Atieno Rapul CAJ/KMFRI/014/385/22-JMM	Female	Kenya Marine & Fisheries Research Institute	Delay	Complainant alleged that she underwent disciplinary proceedings in 2019 following an allegation of absconding duty but the matter was not concluded.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Kenya Marine & Fisheries Research Institute – Research Scientists CAJ/KMFRI/014/388/22-EF	Group	Kenya Marine & Fisheries Research Institute	Unresponsive official conduct	The complainants who are employees of the Kenya Marine & Fisheries Research Institute, allege that the State Corporations Advisory Committee assisted the Organisation to develop and advised on the implementation of human resource instruments with the aim of addressing past employment challenges. That the employer is has dragged its feet in implementation of the same. This complaint has been lodged with the State Corporations Advisory Committee and copied to the Commission. The complainants were advised to follow it up with the Committee and update the Commission in 60 days' time.	Inquiry ongoing.
HIGHER EDUCATION LOANS BOARD						
1.	Jane Mwaniki CAJ/HELB/013/2303/22-JMM	Female	Higher Education Loans Board	Unlawful official conduct	Complainant alleged that the Higher Education Loans Board had unfairly demanded repayment of a loan amount he did not receive.	Inquiry ongoing
2.	Danson Juma Saulo HUD/WND/M.EDU/013/1/2022-EM	Male	Higher Education Loans Board	Manifest injustice	Complainant alleged injustice by HELB for unlawful deductions of his salary for a loan which he did not apply for.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
3.	Lisa Atieno CAJ/HELB/013/2254/22-FN	Female	Higher EducationLoans Board	Delay	The complainant alleged tht that the respondent had delayed in transferring her funds to her account for her studies in Machakos University. She was requested to supply further details on her complaint	Inquiry ongoing
4.	Christine Kageni CAJ/HELB/013/2280/22-EMN	Female	The Higher Education Loans Board	Ineptitude	The complainant alleged that she received a loan from the respondent and that it was silent on the repayment period. She said that the respondent has instructed her employer to effect huge deductions and that efforts to have the deductions revised are futile.	Inquiry ongoing
5.	Sailoki Kaipesa CAJ/HELB/013/2241-EMN	Male	The Higher Education Loans Board	Unlawful Conduct.	The complainant alleged that he had applied for a loan from the respondent during his student times but that it was never approved hence he never benefited. He said that the respondent has since commenced deduction for recovery of a loan he didn't benefit from. He said that efforts to stop the said recovery have been in vain. The complainant was requested to supply the commission with his claim supporting documents.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
6.	Charles Otieno Ochieng CAJ/HELB/013/2302/22-SK	Male	Higher Educations Loan Board	Unfair Treatment	The Complainant alleged that the respondent imposed excessive and unwarranted penalties and interests on his postgraduate loan. He said that he took a postgraduate loan from HELB in 2016 to enable him pursue a PhD course in JKUAT and the loan was advanced but he was not notified of repayment terms of the loan until August 2018 when the respondent sent a demand to his employer to deduct the principal loan amount and interest, the penalties and interest on penalties	Ongoing inquiry
7.	Dorcas Marango CAJ/HEL/013/2245/2022-SNK	Female	Higher Education Loans Board	Unresponsive official conduct	Complainant alleged that the Board had failed to refund some money that was erroneously deducted from her pay, whereas she was not a beneficiary of their loan.	Inquiry ongoing
KENYA INDUSTRIAL RESEARCH AND DEVELOPMENT INSTITUTE						
1.	Ednah Kemuma CAJ/KIRDI/013/2301/22-JMM	Female	Kenya Industrial Research and Development Institute	Unlawful official conduct	Complainant alleged that the manager of the Institute's office in Kisii had misappropriated funds.	Inquiry ongoing
NAIROBI CITY COUNTY						
1.	Obwao Erick Odhiambo CAJ/CG.NARB/060/357/22-JMM	Male	Nairobi City County	Unfair official conduct	Complainant alleged that he had not been promoted in 10 years despite being qualified for a promotion.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Richard Menta CAJ/NCC/060/354/22-EMN	Male	Nairobi City County	Manifest Injustice	The complainant alleged that he was suspended from the respondent's employment on grounds of gross misconduct. He was prosecuted in Nairobi CMCr Case No. 249 of 2011 and consequently acquitted in 2013. Via letter dated 26th June, 2022, he sought to be reinstated back to his duties. He was advised to await the respondent's response and update the commission of the same	Inquiry ongoing
3.	Ochieng Ogutu & Co. Advocates CAJ/CG/NRB/060/359/22-EMN	Group	Nairobi City County	Delay	The complainant alleged that the respondent had failed to settle their clients viz Ms Zambezi Pharmaceuticals and Batoka Pharmacy Limited's claims despite the same being cleared for payment by the Office of the Controller of Budget. They were requested to supply their claim supporting documents.	Inquiry ongoing
4.	Oyange Oduor CAJ/CG.NRB/060/349/22-V.O.K	Male	Nairobi City County Government	Unresponsive official conduct	The Complainant alleged that he complained to the Respondent about unlawful operations of a night club but the Respondent did not take any action to resolve the complaint.	Ongoing Inquiry
5.	Ndago Victoria CAJ/CG/NRB/060/360/22-EF	Female	Nairobi City County Public Service Board	Unfair conduct	The complainant alleged that promotion of officers employed by the Nairobi City	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					County is done in a non-procedural manner which depicts favouritism. The complainant was asked to provide sufficient particulars and supporting documents to enable the Commission to assess the matter.	
6.	Grace Wanjiru Kabura CAJ/NRB/060/358/22-JMM	Female	Nairobi City County	Unfair treatment	Complainant alleged that she had been transferred frequently without any justification.	Inquiry ongoing
OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS						
1.	Nyipolo &Associates CAJ/DPP/027/266/22-JMM	Organizatio n	Office of the Director of Public Prosecutions	Unfair treatment	Complainant alleged that his client had been frustrated by the office of the Director of Public Prosecutions by being summoned without being charged.	Inquiry ongoing
COUNTY GOVERNMENT OF KIRINYAGA						
1.	David Gitari Njoka CAJ/CGIRINYAGA/096/16/22-JMM	Male	County Government of Kirinyaga	Manifest injustice	Complainant alleged that he was charged unreasonable water bills.	Inquiry ongoing
2.	Maneno Alex Kimoyani CAJ/KSM/CG/KIRI/096/1/22-WT	Male	County Government of Kirinyaga	Unresponsive official conduct	The complainant alleged that the respondent had refused to process his appointment as a Community Health Extension Worker III (CSG 13) under the Universal Health Programme. This was after together with four others, the Public Service Commission vide a letter dated 3rd	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					December 2020 recommended his appointment to the County Government of Kirinyaga for a three year contract that was to take effect not later than 3rd February 2021.	
SACCO SOCIETIES REGULATORY AUTHORITY						
1.	Okwoyo Robert CAJ/SASRA/025/174/22-JMM	Male	Sacco Societies Regulatory Authority	Unresponsive official conduct	Complainant alleged that for a while he had followed up with the Authority on the settlement of his insurance dues without success.	Inquiry ongoing
2.	Gladys Kemunto Orwenda CAJ/ACC/001/2478/22-V.O.K	Female	Advocates Complaints Commission	Unfair treatment	The complainant alleged that she lodged a complaint with the Respondent but her file was closed prematurely. She was advised to supply her claim supporting documents	Inquiry ongoing.
COUNTY GOVERNMENT OF NAIROBI						
1.	Catherine Ondoro CAJ/NCC/005/518/22-JMM	Female	County Government of Nairobi	Delay	Complainant alleged that she is the widow of Charles Nyakundi who had filed a suit against the County Government of Nairobi, being Milimani ELC Case No. 230 of 2010, Charles Nyakundi v City Council of Nairobi and Another. Judgement was rendered on this matter on 8th August 2019 where Charles Nyakundi was awarded KShs 26,355,000 as special damages and KShs 5,000,000	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					as general damages. She had followed up payment of the decretal amount without success.	
2.	Richard Ahn(for ROSE Wathira Kahiro) CAJ/CG/NRB/060/343/22-FN	Male	Nairobi County Government	Unresponsive official conduct	The complainant alleged that he had been evicted from the City Park Market where she owned a stall. She was requested to supply further details on her complaint	Inquiry ongoing
3.	Richard Ahn(for Salome Wanjiru Kahiro) CAJ/CGf/NRB/060/342/22-FN	Male	Nairobi County Government	Unresponsive official conduct	The complainant alleged that he had been evicted from the City Park Market where she owned a stall. He was requested to supply further details on his complaint	Ongoing inquiry
4.	Macharia Nderitu & Co.Advocates CAJ/C.G/NRB/060/340/22-SK	Organizatio n	County Government of Nairobi City	Unlawful official conduct	Complainant alleged that the County Government of Nairobi and the Deputy County Commissioner for Embakasi Sub-County was abusing power by effecting an illegal eviction on their clients' land in Embakasi which they had bought as a group.	Inquiry ongoing
5.	Susan Wanjiru Kabiru CAJ/CG/NRB/060/345/22-SNK	Female	County Government of Nairobi	Delay	Complainant alleged delayed payment of unremitted pension deductions by the County Government.	Inquiry ongoing
RETIREMENT BENEFITS AUTHORITY						
1.	Ernest Barasa CAJ/RBA/000/1460/22-SNK	Male	Retirement Benefits Authority	Delay	Complainant alleged delay in resolution of a payment claim	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					against Africa International University.	
KENYA RURAL ROADS AUTHORITY						
1.	Samwell Bett CAJ/KERRA/006/206/22-SNK	Male	Kenya Rural Roads Authority	Oppressive official conduct	Complainant alleged that his properties on land parcel No. 320 Kericho-Koiyet Settlement Scheme were destroyed during the construction of a road in Sotik	Inquiry ongoing
2.	Edwin Muhini & others CAJ/KRRA/006/198/22-FN	Group	Kenya Rural Roads Authority	Unfair official conduct	The Complainant alleged that the respondent owes him 5 months' wages in arears. Despite request of payment through a letter dated 22nd July 2020, the respondent failed to honour the request	Inquiry ongoing
MINISTRY OF SPORTS, CULTURE AND HERITAGE						
1.	George Kisaka CAJ/SP/031/106/2022-SNK	Male	Ministry of Sports, Culture and Heritage	Unfair treatment	Complainant alleged unfair assessment of deaf players by the State Department for Sports.	Inquiry ongoing
2.	John Lewis Jogo CAJ/M.HER/030/48/21-EMN	Male	Ministry of Sports, Culture and Heritage	Unfairness	The complainant alleged that he is the respondent's employee and that he was directed to attend to a seminar at the National Health Insurance Fund's boardroom but that he was interdicted on grounds of absenteeism yet he was away attending official duties.	Inquiry ongoing
3.	Patrick Makau Mutungi CAJ/M.SPO/031/102/22-EMN	Male	Sports Kenya	Delay	the complainant alleged that he was the respondents employee whose contract	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					lapsed in 2018 and that the respondent has failed to pay his benefits	
4.	Catherine Macharia CAJ/SMB/031/101/22-EMN	Female	Sports Kenya	Delay	The complainant alleged that she was the respondent's employee whose contract lapsed in 2010 and that she has been following up on her gratuity in vain.	Inquiry ongoing
5.	George Kisaka CAJ/SDS/031/106/22-SNK	Male	State Department for Sports	Delay	Complainant alleged delay in settlement of services offered to the State Department for Sports for more than three years.	Inquiry ongoing
6.	Kenya Kho Kho Federation CAJ/SDS/031/104/22-V.O.K	Organisation	State Department for Sports	Unresponsive official conduct	Complainant alleges that it applied for registration with the Respondent in 2020 but has not received any substantive response.	Ongoing Inquiry
UNIVERSITY OF NAIROBI						
1.	Felix Kioko Maundu CAJ/UON/013/2257/22-SNK	Male	University of Nairobi	Delay	Complainant alleged that his degree certificate was unfairly withheld on reason that the complainant's name was not on the graduation list.	Inquiry ongoing
MINISTRY OF DEVOLUTION						
1.	Christine Ndaka CAJ/M.DEV/008/264/2022-SNK	Female	Ministry of Devolution	Unlawful official conduct	Complainant alleged withholding of and discriminatory promotions within the State Department for Devolution.	Inquiry ongoing
2.	Anonymous CAJ/PO/047/542/22-V.O.K	Group	Principal Secretary, Ministry of Devolution	Unlawful official conduct	The complainants alleged that senior officials at the Ministry of Devolution are not	Inquiry ongoing.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					adhering to the laid down labour laws in implementing the Ministry's policies. He was advised to avail his claim supporting documents	
KENYA COPYRIGHT BOARD						
1.	Timothy Manyenya CAJ/POL/015/4074/22-SNK	Male	Kenya Copyright Board	Manifest injustice	Complainant alleged that his goods were seized by the Board on alleged copyright infringement but the complaint has never been taken to court since October 2021.	Inquiry ongoing
COUNTY GOVERNMENT OF BUSIA						
1.	Hillary Makhulu CAJ/CG/Busia/100/15/22-SNK	Male	County Government of Busia	Delay	Complainant alleged failure by Busia County Government to pay his gratuity with respect to a contract he served in 2013 to 2017.	Inquiry ongoing
BUSINESS REGISTRATION SERVICE						
1.	Tom Kilonzo CAJ/BRS/001/2458/22-SNK	Male	Business Registration Service	Delay	Complainant alleged inaction by the Business Registration Service to register business through an application lodged in December 2021.	Inquiry ongoing
NAIROBI METROPOLITAN SERVICES						
1.	Commission on Administrative Justice for Taxi Drivers CAJ/OM/7/198/2022-HO	Organizatio n	Nairobi Metropolitan Services	Manifest injustice	Complaint about harassment of taxi drivers by *city askaris* in the Central Business District (CBD), ostensibly for bribes. The behaviour was reported as pervasive to the extent of creating an unfavourable	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					business environment for taxi operators in the Central Business District.	
2.	John Makanga CAJ/NMS/060/346/22-EMN	Male	Nairobi Metropolitan Services	Delay	The complainant alleged that he was erroneously charged a sum of Kshs. 2200/- as parking fees and that effort to have the same reimbursed have been futile	Inquiry ongoing
3.	MMA Advocates CAJ/NMS/060/347/22-EMN	Organisation	Nairobi Metropolitan Services	Unlawful Official Conduct	This complaint is addressed to the respondent and copied to the commission. The complainants alleged that the respondent's officers were harassing their clients who are in occupation of Land parcel no **NAIROBI/BLOCK 139/705 MARURU ESTATE.** The complainant was advised that his complaint was addressed to the relevant authority and requested to update the commission.	Inquiry ongoing
4.	Vincent Matura CAJ/NMS/060/341/22-EMN	Male	Nairobi Metropolitan Services	Inefficiency	The Complainants Alleged That They Are Residents Of Waruku Estate Within Nairobi And Are Serviced By Musa Gitau Road. They said that the respondents had commenced road works on the said road which involved earth moving a result of which the road and sewerage systems were tampered with. He said that the respondents	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					contractor has since left the site without fixing the said road and that the dust and raw sewage have not only inconvenienced them but also exposed them to health problems.	
5.	Ofafa Jericho Welfare Group CAJ/NMS/060/348/22-EF	Instutuion	Nairobi Metropolitan Services	Out of mandate	The Complainant sought the Commission's help to advocate for the interests of their community in the proposed Nairobi Urban Renewal Programme being implemented by the NMS. The complainants were advised to pursue the matter directly with the Respondent and that and Kenya Revenue Authority who are allegedly also involved and to update the Commission.	Inquiry ongoing
COUNTY GOVERNMENT OF WAJIR						
1.	Abdirahman Osman Mohamed CAJ/1SI/M.WAT/009/007/22-MBA	Male	County Government of Wajir	Unlawful official conduct	Complainant alleged that he was an employee of Wajir County Government and was unprocedurally removed from the pay roll without any explanation.	Inquiry ongoing.
2.	Concerned staff of Wajir County Government CAJ/CG/WAJ/058/17/22-V.O.K	Organisation	Wajir County Government	Unlawful official conduct	The complainants alleged that the Respondent does not remit statutory dues deducted from its members. They were advised to supply their claim supporting documents	Inquiry ongoing.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
NATIONAL REGISTRATION BUREAU						
1.	Habiba Diba Roba CAJ/ISL/M.IGC/062/054/2022	Female	National Registration Bureau	Delay	Complainant alleged that there was inordinate delay in issuance of National Registration card (ID) to her. She was first issued with an ID in 1978 and the same was destroyed sometimes in 1992 through a fire incident, and since then she had been applying for the new generation identity card without success. In 2019 she was advised to reapply for her identity card which application she made on 20th September 2019 and the same had not yet been processed.	Inquiry ongoing
2.	Richard Okoth Otieno CAJ/NRB/003/390/22-EMN	Male	National Registration Bureau	Inefficiency	The complainant alleged that he is a beneficiary of the estate of John Oloo Okoth and that as he followed up on his benefits from NSSF, NSSF requested the respondent for a set of his father's fingerprints which the respondent had failed to supply hence his claim hasn't been processed	Inquiry ongoing
3.	Razik Abbas CAJ/NRB/062/1357/22-SK	Male	National Registration Bureau	Unfair treatment	Complainant alleged refusal by the National Registration Bureau to process his application for a National Identity Card.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
4.	Marcela Kibui CAJ/ISL/M.JUS/026/009/22-MBA	Female	National Registration Bureau	Delay	Complainant alleged that she applied for an identity card in her former husband's name and after separation she applied to change her name but she had not succeeded.	Inquiry ongoing
5.	Osman Abdulshakur CAJ/ISI/M.IGC/062/058/22-MBA	Male	National Registration Bureau	Unfair treatment	Complainant alleged that he applied to be issued with an identity card sometime in 2016 and availed all the requisite documents in support of his application and was subjected to vetting, but since then he had not received his identity card and efforts to follow up the same with the Isiolo County Registration office and the Huduma Service desk in Isiolo town were unsuccessful. When he visited County national registration bureau to follow up the progress of his application, an officer confiscated his waiting card and since then he had neither been allowed to reapply for an identity card nor issued with an identity card.	Inquiry ongoing
COUNTY GOVERNMENT OF MERU						
1.	Mutira M'lubere CAJ/ISI/CG/MERU/129/011/22-MBA	Male	County Government of Meru	Abuse of power	Complainant alleged that he is the bona fide owner of land known as Tigania/kitharene/522 in	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Tigania North, and that the County Government's agents destroyed his crops while building a road through his property. The damage caused was approximately 4 million shillings.	
KENYA WILDLIFE SERVICES						
1.	Basilio Murithi Riungu ISL/HUD/M.WLF/010/002/22-MBA	Male	Kenya Wildlife Services	Delay	Complainant alleged that elephants invaded his farm and destroyed a lot of his farm produce. The damage was valued at Kshs. 756,200 but it has not been paid by the Service.	Inquiry ongoing
2.	Joseph Kagozie Kimemia CAJ/NHRR/M.WIF/010/1/22-EM	Male	Kenya Wildlife Service	Delay	The complainant alleged that elephants destroyed his farm and he has not been compensated since the year 2014. He was requested to supply further details on his complaint.	Inquiry ongoing
3.	Alfred Kisuvei Kaane CAJ/KSM/KWS/010/9/22-WT	Male	Kenya Wildlife Services	Delay	A complaint on allegation of delay by the Kenya Wildlife Service (KWS) Board to give its determination on an appeal against his dismissal. Hearing of his appeal against dismissal was concluded in May 2021 and the Board deferred his decision indefinitely.	Inquiry ongoing
4.	Rael Boit CAJ/KWS/010/151/22-EMN	Female	Kenya Wildlife Service	Delay	The complainant alleged that she is the respondent's employee and that she was	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					involved in a road-traffic accident along Nakuru Nairobi road. She duly filled and submitted her medical and insurance forms and submitted them to the respondent for onward transmission toothier insurer but that the employer failed to forward the same to the insurer.	
5.	Harun Njiru Mulinda ISL/HUD/M.WLF/010/001/22-MBA	Male	Kenya Wildlife Services	Manifest injustice	Complainant alleged that elephants invaded his farm and destroyed his farm produce. The damage was valued at Kshs. 150,000 but his claim was rejected for lack of the Service OB number.	Inquiry ongoing
6.	Kimathi M. Rimberia ISL/HUD/M.WLF/010/008/22-MBA	Male	Kenya Wildlife Service	Manifest injustice	Complainant alleged that his wife was killed by elephants at Kaaga in Meru. An evaluation was done and he was to be compensated ksh. 5,000,000, but the Service paind him only ksh. 200,000.	Inquiry ongoing
MINISTRY OF ENERGY AND PETROLEUM						
1.	Peter Njoroge Kimani CAJ/ELD/M.ENE/O21/19/22-FL	Male	Ministry of Energy and Petroleum	Delay	Complainant alleged delay by the Kenya Power Company, Uasin Gishu County office, to address his complaint on anomalies of electricity bills to his postpaid account which he had terminated and surrendered	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					to Kenya Power in exchange of a prepaid meter.	
2.	Ingavi Residents CAJ/ELD/M.ENE/021/18/22-FL	Organization	Ministry of Energy and Petroleum - Kenya Power and Lighting Company, Rural Electrification Authority	Unresponsive official conduct	Complainant alleged that the Kenya Power and the Rural Electrification Authority failed to address their complaint on replacement of the transformer serving residents of Ingavi village, Matunda Area in Kakamega County after the theft of the transformer serving the area.	Inquiry ongoing
3.	Joseph Kipngetich Chepkwony HUD/ELD/M.ENE/021/3/22-NK	Male	Ministry of Energy and Petroleum – Kenya Power and Lighting Company	Unresponsive official conduct	Complainant alleged that the Kenya Power, Kericho County office, failed to address a complaint he lodged at their office regarding compensation following the death of his cow that was occasioned by electrocution due to a faulty power line belonging to the company.	Inquiry ongoing
MINISTRY OF ENVIRONMENT AND FORESTRY						
1.	Kapseret Community CAJ/ELD/M.ENV/038/8/22-NK	Female	Ministry of Environment and Forestry	Delay	Complainant alleged that the National Environment Management Authority (NEMA) failed to address their complaint on pollution being occasioned by a quarry company referred to as Cibien Engineering Quarry in Kapseret Sub County.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Benson Gathata Samson CAJ/M.ENV/038/189/22-FN	Male	Ministry of Environment and Forestry	Unresponsive official conduct	The complainant alleged that vide a letter dated 15th August 2017 and on other occasions asked the respondent to process and pay his gratuity for services rendered from 1970-1983	Inquiry ongoing
3.	Ken Omollo & Co. Advocates for Seth Otieno Nyakongo CAJ/KEFRI/014/387/22-V.O.K	Organisation	Kenya Forestry Research Institute	Employment dispute	The complainant alleged that his employment was unfairly terminated by the Respondent. He was advisesd to supply his claim supporting documents	Ongoing Inquiry
4.	MMA Advocates CAJ/NEMA/038/188/22-EMN	Organisation	National Environment Management Authority	Inefficiency	This complaint is addressed to the respondent and copied to the Commission. The complainant alleged that their clients are residents of ring road kilelesha who are opposed to development on LR NO. 485/54 ALONG Ring road kilelesha which construction they are opposed to but that the respondent proceeded to approve the said works. The complainant was advised that the complaint is addressed to the entity mandated to handle it.	Inquiry ongoing
5.	George Kariuki On Behalf of Residents of Langas CAJ/ELD/M.ENV/038/18/22-NK	Male	Ministry of Environment and Forestry - National Environmental Management Authority	Delay	Complainant alleged that the National Environmental Management Authority (NEMA), Uasin Gishu County,	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					failed to address a noise pollution complaint that they had lodged against Edge Club & Discotheque in Langas Estate.	
6.	Anonymous CAJ/NEMA/038/191/22-EF	Anonymous	National Environment Management Authority	Unlawful official conduct	The complainants alleged that the respondent has designated several officers to work in acting capacity for more than 2 years and has failed to take appropriate steps to make substantive appointments. They were asked to provide additional information and supporting documents where possible.	Inquiry ongoing
7.	Caroline Njeru CAJ/NEMA/038/187/22-EF	Female	National Environment Management Authority	Unresponsive official conduct	The complainant alleged that NEMA has failed to take action on complaints about noise pollution by Quivers Pub. NEMA already indicated to the Commission that they raised the matter with the Nairobi City County Government and asked them to take action, given that the administrative function is devolved. An inquiry has been sent to Nairobi City County Government.	Inquiry ongoing
KENYA FOREST SERVICE						
1.	Peter Mungai Njoroge CAJ/KFS/010/146/21-EMN	Male	Kenya Forest Service	Unfair official conduct	Complainant alleged that the Respondent had encroached into his parcel of land being	Inquiry Ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					DAGORETI /SETTLEMENT SCHEME/16. The land is however registered in the name of Keneth Gichuhi Kamau. Complainant was advised that he had no interest in the land. We could also not trace the registered owner.	
MINISTRY OF DEFENCE						
1.	Reign Ngeno CAJ/ELD/M.DEF/037/2/22-NK	Male	Ministry of Defense	Unresponsive official conduct	Complainant alleged that the Kenya Defense Forces failed to address his complaint on unpaid dues owed to him following his resignation form service of the Kenya Air Force.	Inquiry ongoing
2.	Baari Farmers Co. operative Society Ltd CAJ/NHRR/M.DEF/037/1/22-EM	Organizatio n	Ministry of Defence	Delay	The complainants alleged that they supplied shaggy potatoes after being awarded a tender by the Kenya Ordinance Factories Cooperation KOFC ksh. 1,411,836 which the respondent had failed to pay despite numerous demands for payment of the same.	Inquiry ongoing
3.	Mary Waithira Njoroge CAJ/ KDF/037/282/2022-SAK	Female	Kenya Defense Forces	Unfairness	The complainant alleged that on 20th October 1997, he was involved in an accident along the Nairobi-Naivasha Road. He was compensated	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					by the accident vehicle insurance. Having retired in 2006, she alleges she was never subjected to medical assessment and compensation as per military procedure. She was requested to supply her claim supporting documents	
4.	Risper Kiptum CAJ/M.DEF/037/281/22-EF	Female	Ministry of Defence	Discourtesy	The complainant alleged that a process server she had employed to serve court documents upon the office of the Principal Secretary – Ministry of Defence was frustrated by an officer assigned to receive the documents. That despite presenting original court documents he was sent away until the following day and upon return the officer declined to acknowledge receipt despite receiving the documents.	Inquiry ongoing
MINISTRY OF AGRICULTURE, LIVESTOCK AND FISHERIES						
1.	Aloice Opiyo Onyango CAJ/M.AGR/014/378/21-SK	Male	Ministry of Agriculture, Livestock and Fisheries	Delay	Complainant alleged non-payment of salary dues and denial of information by Sony Sugar Company Limited. Supporting documents indicated that the matter had been handled by the Kenya Human Rights Commission and a mediation process	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					undertaken culminating into an agreement requiring Sony Sugar Company to effect payment of the salary and terminal dues by 11th October 2021.	
2.	Koinange Thuku Mukundi CAJ/KALRO/014/391/22-EF	Male	Kenya Agricultural & Livestock Research Organisation	Unresponsive official conduct	The complainant alleged that he was employed by the organisation to work as an editor and has been performing obligations of an editorial nature for over 15 years, and that following an Organisational reorganisation he has been newly re-designated to the position of a Corporate Communications Officer with a different job description and career progression which does not match his skills and experience. That he has raised concerns over this matter severally but there has been no response or action.	Inquiry ongoing
3.	Anonymous CAJ/KALRO/014/380/22-SK	Unclear	Kenya Agricultural and Livestock Research Organization	Unfair treatment	Complainants alleged unfair labour practices by the Organization for delayed promotions, unfair deployments, designations, stagnation, and failure to effect salary increments. Complainants alleged that they complained to the Management severally but no action had been taken	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
NATIONAL TRANSPORT AND SAFETY AUTHORITY						
1.	Joseph Mbugua CAJ/NTSA/004/515/22-SK	Male	National Transport and Safety Authority	Inefficiency	Complainant alleged delay by the Authority to refund him money for a service he was double charged. He stated that he transferred his vehicle in September 2021 when the Authority's website was being upgraded and paid for the service but when the new website/portal was launched, he had to do the transfer afresh and was charged again.	Inquiry ongoing
2.	Stanley Gichira CAJ/NTSA/004/516/22-V.O.K	Male	National Transport and Safety Authority	Delay	The complainant alleged that he bought a car in September 2021 and successfully completed the transfer process but has not received his logbook. He was requested to provide copies of supporting documents.	Ongoing Inquiry
3.	Daniel Ngugi Kamau CAJ/NTSA/004/510/22-V.O.K	Male	National Transport and Safety Authority	Inefficiency	The Complainant alleges that he tried booking motor vehicle registration number KDE 916L for inspection but did not succeed due to an error in the system. He visited the Respondent's offices at Second Ngong Avenue where he was assured that the issue would be sorted but the same has not been sorted.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
MINISTRY OF HEALTH						
1.	Clinical Psychologists CAJ/M.HEA/012/585/22-SK	Group	Ministry of Health	Unfair official conduct	Complainants who were contract employees of the Ministry of Health during the COVID 19 period alleged failure by the Ministry of Health to pay them allowances indicated in their contract documents and they had been following up without getting any feedback from the Ministry.	Inquiry ongoing
2.	John Omollo Atoga CAJ/KSM/M.HEA/012/13/14-WT Ayub Otieno Adogo CAJ/KSM/M.HEA/12/24/15-WT Felistus Muchisa Musembi CAJ/KSM/M.HEA/12/53/19-WT	Male	Ministry of Health	Summons dated 17th February, 2022	The Principal Secretary was issued with a Notice to Show Cause dated 13th October 2021 but did not respond. The Principal Secretary was issued with summons to appear to before the Commission on 7th March, 2022 for questioning on claims of delay to settle claims owed to the complainants and/or their next of kin. The Deputy Director, Ministry of Health, Mr. S.W Khaemba attended the summons meeting and represented the Principal Secretary. He undertook to follow up on the complaints and respond within 21 days from the date hereof the summons. On 23rd March 2022, the Principal Secretary, Ministry of	Awaiting further updates from the Respondent.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Health responded stating that they had written to Afya Sacco regarding the complaint by John Omolo Atoga. Regarding the complaint by Felistus Muchisa Musembi, they were to retrieve her file from Jaramogi Ogonga Odinga Hospital. On the complaint by Ayub Atieno Adogo, they did not give a definitive response but only indicated she worked at Busia District Hospital. Further letters were done to the Ministry of Health dated 14th April 2022, 16th June 2022 and 11th July 2022, but no response had been received.	
3.	Dorcas Awino Oduor CAJ/KSM/M.HEA/012/62/22-FL	Female	Ministry of Health	Unresponsive official conduct	The complainant alleged that the respondent failured to settle her gratuity dues following the completion of her contract as enrolled Nurse III under CLINTON Foundation project for the period 30/4/2007-30/4/2009.	Inquiry ongoing
4.	Paul Madara Tikollo CAJ/M.HEA/012/589/22-SAK	Male	Ministry of Health	Inefficiency	The complainat alleged inefficiency in processing his retirement and pension benefits. He (PF 1980096780) retired in February 2019 have attained the mandatory age of retirement. The complainant was on secondment to the County	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Government of Siaya from the Ministry of Health and as such the Ministry ought to process his pension. However, since his retirement, he has been unable to access his pension as the Ministry has not processed his pension.	
5.	Dr. Balongo Allan CAJ/M.HEA/012/587/22-EF	Male	Ministry of Health	Manifest injustice	The complainant alleged that he has worked at Othaya Hospital as a surgeon for more than 2 years without annual leave because his leave applications were denied, as a result of which he fell ill due to burn out and stress and was forced to seek medical attention. That on these occasions the doctors prescribed sick offs and while he was undergoing treatment, in July 2021 he was unreasonably issued with two Notices to Show Cause on the basis of absenteeism. That his salary was stopped in June 2021 without notice and without suspension/interdiction. That nine months later there is no communication on the conduct or outcome of the disciplinary process and he has not earned a salary.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
6.	Anonymous CAJ/NHIF/012/580/22-EF	Anonymous	Homa Bay Teaching & Referral Hospital	Inefficiency	The Complainant alleged habitual sluggishness by officers at the NHIF Desk at Homabay Teaching and Referral Hospital. Complaint has been referred to the County Officer of Health for investigation and report.	Inquiry ongoing
7.	Paul Kingola Makewe CAJ/M.HEA/012/306B/22-EF	Male	Ministry of Health	Delay	The complainant alleged that the Ministry of Health has failed to conclude consideration of his appeal against a decision made to withhold his salary.	Inquiry ongoing
8.	George Kiama CAJ/M.HEA/012/588/22-SK	Male	Ministry of Health	Inefficiency	The Complainant alleged that the Dandora Health Centre lacked medicines and that the nurses at the hospital were not attending to patients and lack of medicine for administering to patients.	Ongoing inquiry
KENYATTA NATIONAL HOSPITAL						
1.	Julius Omondi Ochieng CAJ/KNH/012/581/22-FN	Organization	Kenyatta National Hospital	Unfair Treatment	A complaint that the Complainant was unfairly dismissed from employment vide a letter dated 18th January 2022 for allegedly stealing Covid-19 Rapid Antigen Kits. Inquiry initiated.	File closed
MINISTRY OF YOUTH AND GENDER						
1.	Sammy Nganga Gatume for Hillary Mbugua CAJ/MYSP/031/102/22-SK	Male	Ministry of Youth and Gender	Delay	Complainant alleged delay by the Department of Gender and Social Services to register the complainant's son who	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					lives with Down's Syndrome for benefits for disabled persons. He alleged that he had been visiting the Department's Office in Kikuyu but had not been assisted.	
KENYA URBAN ROADS AUTHORITY						
1.	Residents of Waruku Estate CAJ/KURA/006/202/22-SK	Group	Kenya Urban Roads Authority	Inefficiency	The complainants alleged that the respondent had failed to address a complaint they lodged concerning the construction on Musa Gitau Road. They stated that the Chinese company contracted to construct the road commenced operation in August 2021 but abandoned the project before completion. Consequently, the road was impassable in extreme weather.	Ongoing inquiry
NATIONAL MUSEUMS OF KENYA						
1.	Patrick Musilu CAJ/NMK/030/49/22-SK	Male	National Museums of Kenya	Unresponsive Official Conduct	The Complainant alleged infringement of his patent rights by the Kenya Snake Bite Research Centre for refusing to consider his proposal for a partnership in research and selling off his idea to a British researcher	Ongoing inquiry
2.	Doreen Lusike CAJ/NMK/030/50/22-FN	Female	National Museums	Unfair treatment	The complainant alleged that her position as a fellow was unfairly terminated by the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					respondent without any justification or reasons given and furthermore, she was not paid for the time worked. She wrote a letter to the Director General on 28th May 2018 but received no response	
DATA PROTECTION COMMISSION						
1.	Josephat Nyamwaya CAJ/DRC/023/208/22-SK	Male	Data Protection Commission	Delay	The complainant alleged that the respondent had delayed to resolve a complaint they lodged in January 2022 wherein he alleged infringement of his data privacy rights by Metaloan Company.	Ongoing inquiry
STATE DEPARTMENT FOR HOUSING AND URBAN DEVELOPMENT						
1.	Beatrice Wambui Mathenge CAJ/M.HOS/028/63/22-SK	Female	State Department for Housing and Urban development.	Unfair Treatment	complainant alleged unfair labour practices in a Tribunal. She was requested to supply further details together with her claim supporting documents.	Inquiry ongoing
NATIONAL OIL CORPORATION						
1.	Wambugu Roberts CAJ/021/M.ENE/021/066/21-SK	Male	National Oil Corporation	Abuse of Power	The complaint alleged that the Respondent's Chief Executive Officer intimidates staff and fails to comply with Public Procurement Laws. He stated that he and his colleague were subjected to unfair disciplinary process for insisting on adherence to the	Ongoing inquiry

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					law in public procurements within the Corporation. The CEO was faulted for issuing instructions for procurements to be done in disregard of the procedures provided for under the Public Procurement and Disposal Act.	
KENYA CIVIL AVIATION AUTHORITY						
1.	Humphrey Bulimo CAJ/KCAA/004/513/22-V.O.K	Male	Kenya Civil Aviation Authority	Employment dispute	The Complainant alleges that there is delay in hearing and determination of a disciplinary case against him, having been suspended on 27.07.2021. He wa advised to follow up with the Respondent and update the Commission on the Developments	Ongoing inquiry
NAKURU COUNTY GOVERNMENT						
1.	Anonymous CAJ/C.G/NKR/063/30/22-V.O.K	Unclear	Nakuru County Government	Unlawful official conduct	The Complainant alleged that in the process of shortlisting candidates for vacancies in the department of health services, the Respondent's Public Service Board favoured Kikuyu and Kalenjin ethnic groups. Complainant was advised to lodge the complaint with the Respondent at first instance. He was advised to supply his complaint's Supporting documents	Ongoing Inquiry

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Anonymous CAJ/CG/NKR/063/32/22-V.O.K	Female	County Government of Nakuru	Unfair treatment	The complainant alleged that she is one of the Respondent's former casual employees who have not been paid their salaries for February, March and April 2022. They were later paid for two months. She was advised to supply her claim supporting documents.	Inquiry ongoing
3.	Eunice Musimbi CAJ/M.IGC/062/1354/22-EF	Female	Assistant Chief Serem Sub-location and Assistant County Commissioner Subukia	Abuse of power	The complainant alleged that the Ass. Chief and Ass. County Commissioner are colluding to deny her family the letter required in Organisation of succession proceedings, with the aim of aiding land grabbing by people outside the family. The matter has been referred to the PS State Department of Interior & Citizen Services.	Inquiry ongoing
REGISTRAR OF MARRIAGES						
1.	Muthee Kiunga CAJ/ROM/001/2456/22-V.O.K	Male	Registrar of Marriages	Delay	The complainant alleged delay in registration of his marriage which was lodged on 28th January 2022.	Inquiry ongoing
2.	Michael Ogega HUD/KSI/AG/001/87/22-WT	Male	Registrar of marriages	Delay	The complainant alleged that delay by the respondent to issue a certified copy of a Marriage Certificate to his uncle Lawrence Mauti, which was to be used in the filling of a divorce proceedings. She had applied for the copy online vide Application No.	Inquiry ongoing.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					CV6-Z3I8BM, in August 2021but that the same had not been approved.	
TANA RIVER COUNTY ASSEMBLY						
1.	Abdullahi Ibrahim Hussein CAJ/CG/TANA.R/059/16/22-V.O.K	Male	Tana River County Assembly	Unresponsive official conduct	The complainant alleged that he presented a petition to the Clerk of Tana River County Assembly on several occasions but he declined to receive or acknowledge receipt of the same.	Inquiry ongoing
2.	Rashid James Onchaga for Tana River Community Chairpersons Association CAJ/CG/TANARIVER/059/14/22-EF	Male	Clerk of Tana River County Assembly	Unlawful conduct	The complainants alleged that the Clerk has failed to present to the Speaker of the County Assembly several petitions which they have lodged with his office.	Inquiry ongoing
PUBLIC TRUSTEE						
1.	John K. M. Ololkipai CAJ/PT/000/1417/22-V.O.K	Male	Public Trustee	Unresponsive official conduct	The complainant alleged that the Respondent has failed to furnish him with documents and a report relating to *Administration Cause number 71 of 1973.*	Inquiry ongoing
PHARMACY AND POISONS BOARD						
1.	Abigael Njoki Salano CAJ/PPB/012/586/22-V.O.K	Female	Pharmacy and Poisons Board	Unresponsive official conduct	The complainant alleged that she applied to be enrolled as a qualified Pharmaceutical Technologist on 06.03.2021 but has not received any feedback.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
KENYA INDUSTRIAL ESTATE						
1.	Jeremiah Arasa Ondieki CAJ/KIE/020/134/22-V.O.K	Male	Kenya Industrial Estate	Unfair treatment	The complainant alleged unfair treatment by the Respondent in the process of repaying his loan. He was advised to provide relevant documentary evidence. He was advised to compaly with the respondent's advice and update the Commission.	Inquiry ongoing.
KENYATTA INTERNATIONAL CONFERENCE CENTRE						
1.	James Mbugua Mwaura CAJ/PO/047/539/22-V.O.K	Male	Kenyatta International Conference Centre	Unfair treatment	The complainant alleged that the Respondent's Chief Executive Officer was mistreating him and taking him through unnecessary disciplinary process. He was advised to supply further and clearer details on his complaint	Inquiry ongoing
KENYA NATIONAL QUALIFICATIONS AUTHORITY						
1.	Nyagudi Musandu Nyagudi CAJ/KNQA/013/2317/22-V.O.K	Male	Kenya National Qualifications Authority	Outside mandate	The complainant sought to have his foreign qualifications equated to a Master of Science in Information Systems. He was advised to make the request to the Respondent first and update the Commission.	Inquiry ongoing
KENYA DEVELOPMENT CORPORATION						
1.	Prestige Traders Link CAJ/KDC/024/55/22-V.O.K	Organisation	Kenya Development Corporation	Unfair official conduct	The complainant alleged that the Respondent was unfair in failing to approve its request	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					for increase in approved loan amount.	
OFFICE OF THE PRESIDENT						
1.	David Kimengere Waititu CAJ/OP/046/34/22-V.O.K	Male	Office of the President	Abuse of power	The complainant alleges that various state actors must have misappropriated funds through the Building Bridges Initiative. He was requested to supply his claim supporting documents	Inquiry ongoing.
INDEPENDENT ELECTORAL AND BOUNDARIES COMMISSION						
1.	James Ogara CAJ/IEBC/026/235/22-V.O.K	Male	Independent Electoral and Boundaries Commission	Unfair treatment	The complainant alleged that he was a registered voter until 02.06.2022 when he went to second an MCA candidate and was told that his details were not in the voter register. He was advised to supply his claim supporting documents	Inquiry ongoing.
OFFICE OF THE COMMISSIONER OF INSURANCE						
1.	Association of Kenya Professional Insurance Agents CAJ/COI/000/1448/22-V.O.K	Organisation	Office of the Commissioner of Insurance	Unresponsive official conduct	The complainant alleged that the Respondent has failed to respond to numerous complaints it raised on behalf of its members.	Inquiry ongoing
PUBLIC OFFICER						
1.	Zacharia Guyo Gumi CAJ/PO/047/538/22-V.O.K	Male	Public Officer	Criminal	The complainant alleged that his sister, who is a public officer, fraudulently subdivided and sold their family land. He was advised to avail his claim supporting documents	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Samuel Kinyua CAJ/PO/047/536/22-FN	Male	Public Officer	Abuse of Power	The alleged that the chief interfered with a dispute over family land and an allegation that the area chief is involved. He was requested to supply further details on his complaint.	Inquiry ongoing
			PRIVATE ENTITY			
1.	Muiya Komu CAJ/PE/040/2636/22-V.O.K	Female	Private Entity	Criminal	The complainant alleged that some known people fradulently grabbed parts of land parcel number MATINYANI/MUTULU/470. He was advised to avail his claim supporting documents	Inquiry ongoing
2.	David Atieli CAJ/PE/040/2618/22-FN	Male	Private Entity	Outside Mandate	This complaint regards to Land in Shirugu Location in Kakamega County. (Facts unclear) The complainant was requested to supply further details on his complaint	Inquiry ongoing
3.	Phoebe Mumo Kyalo CAJ/PE/040/2615/22-EMN	Female	Private entity	unlawful official conduct	The complainant alleged that Mr. Josephat Nzioka Mangee a public officer working at state house had illegally and unlawfully taken her land. She was requested to supply the commission with clearer particulars and documents to support her claim.	Inquiry ongoing
			CAPITAL MARKETS AUTHORITY			
1.	Lewis & Co. Advocates for Cytonn Investments CAJ/PO/047/552/2022-V.O.K	Organisation	Capital Markets Authority	Manifest injustice	The complainant alleged that the Acting Director of Operations at Capital Markets	Inquiry ongoing.

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Authority made false, reckless, malicious and negligent statements against its client on YouTube. He was advised to avail documents to support his claim.	
MINISTRY OF FOREIGN AFFAIRS						
1.	Joseph Mathenge for Career Options CAJ/M.F.AFF/011/72/22-EF	Male	Ministry of Foreign Affairs	Unresponsive conduct	The complainant alleged that the Ministry has failed to respond to the Company's request for a letter of introduction to the Government of South Sudan, which letter is meant to enable them to conduct business in the said country in accordance with the regulations. Complainant asked to provide supporting documents.	Inquiry ongoing
2.	Ambassador Bob Jalango CAJ/KSM/M.FA/011/1/22-WT	Male	Ministry of Foreign Affairs	Unfair treatment	The Complainant alleged that he was denied pension by the Ministry of Foreign Affairs yet he worked as the High Commissioner/Ambassador for Kenya in many countries including Zambia, Malawi, Poland, Itally, Greece and New York. That he worked from 1993 up to 2003 when a new ambassador was appointed to the New York office where he served.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
3.	Harun Muigai Ng'ang'a CAJ/M.F.AFF/011/73/22-EF	Male	Ministry of Foreign Affairs	Delay	The complainant alleged delay by the Ministry of Foreign Affairs to facilitate provision of a correct Death Certificate by the authorities in Iraq and a duly signed and stamped translation of the Death Certificate, following the death of his sister in Iraq where she went to work.	Inquiry ongoing
KENYA TECHNICAL TRAINERS COLLEGE						
1.	Anonymous CAJ/M.EDU/013/2269/22-EF	Anonymous	Kenya Technical Trainers College	Unfair conduct	The complainants - the staff of the College, alleged that they have heard that there is a plan to relocate the Organisation, yet they have not been given an opportunity for stakeholder participation to allow them to make representations on matters affecting them.	Inquiry ongoing
DIRECTORATE OF CRIMINAL INVESTIGATIONS						
1.	Petronilla Aoko Martin CAJ/POL/015/4099/22-EF	Female	The Directorate of Criminal Investigations	Unresponsive official conduct	The complainant alleged that she reported a case that one George Karanja had obtained from her money to the tune of Kshs. 530,000/-, under the pretence that he would sell to her mabati houses which did not belong to him. She alleges that the police summoned the suspect who confessed to having obtained the money and promised to pay, but the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					suspect has since never paid. That she has reported back to the police officers and sought further action in order to apprehend the suspect but no such action has been taken.	
2.	Mary Naboli CAJ/NHRR/POL/015/14/22-EM	Female	Directorate of Criminal Investigations	Unresponsive Official conduct	The complainant alleges that her land was grabbed and registered in names of Brian Muriuki Njoroge under the name of Richard Mukunyi Njoroge. She reported the case to respondent who have failed to update her on the developments of the investigtions.	Inquiry ongoing
3.	Nancy Wambui Kamau CAJ/POL/015/4096/22-EMN	Female	Directorate of criminal investigation	Delay	The complainant alleged that she reported a case to Ruai Police station under OB No. 19/28/08/20 and that the police had failed to investigate the matter and arrest the suspect	Inquiry ongoing
4.	A.A Said & Co. Advocates CAJ/DCI/015/4106/22-EF	Organisation	Directorate of Criminal Investigations	Unlawful conduct	The complainant alleged fraudulent conduct by undisclosed people aimed at dispossessing their undisclosed client of land parcels MN/VI/4805 & MN/VI/4838. They have addressed the matter to the Directorate of Criminal Investigations and sought an update on the investigations.	Inquiry ongoing .

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					The complainant was advised to follow up the matter with the Directorate of Criminal Investigations and to update the Commission in 60 days' time.	
			KILIFI COUNTY GOVERNMENT			
1.	Aurellio Balletto CAJ/KPLC/021/584/22-EF	Male	Kilifi County Government	Inefficiency	The complainant alleged failure by the County Government of Kilifi to effectively manage garbage disposal and the Indian House Crow menace. He also alleges failure by the Kenya Power & Lighting Company to provide adequate and steady power supply there by disrupting operations of resident of Malindi. The complainant was asked to provide additional information.	Inquiry ongoing.
PUBLIC SERVICE COMMISSION						
1.	Jacqueline Kathomi Kinyua & 7 others CAJ/PSC/016/181/22-EF	Female	Public Service Commission	Unfair conduct	The complainants alleged that they have been employed at Job Group J yet it is stipulated in the Public Service Human Resource Policy that the entry level for graduates is Job Group K. The complainants were referred to the Public Service Commission since they have not raised the issue with them and asked to update CAJ.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Sheila Kaari Kiogora CAJ/PSC/016/185/2022-FN	Female	Public Service Commission	Maladministratio n	The complainant alleged that the respondent recruited him for the PSC internship programme cohort 1 (2019-2020). She said that the respondent erroneously set her internship status as 'unsuccessful' and as a result she is unable to apply for jobs.	Inquiry ongoing
3.	George Aseka CAJ/PSC/016/184/22-FN	Male	Public Service Commission	Unfair Treatment	The complainant alleged that the respondent failed to promote him according to the HR Policy. He stated that vide letter dated 7/9/2021 to the respondent and notified them of his eligibility for job promotion	Inquiry ongoing
4.	Abdi Abdille Ali CAJ/PSC/016/186/22-EMN	Male	Public Service Commission	Administrative injustice	The complainant alleged that he is living with disability and a member of the Deaf Community. He impugned the appointment of Dr. Michael Munene as the society's representative to the respondent on grounds that he is not living with any form of disability hence he won't adequately represent the said group.	Inquiry ongoing
NATIONAL CONSTRUCTION AUTHORITY						
1.	Wilberforce Wasike CAJ/NCA/006/194/22-EMN	Female	National Construction Authority-Head Office	Unresponsive official conduct	The complainant alleged that the respondent had stopped construction on a building on Ghana road in Kiambu on grounds of being faulty. He	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					said that the said construction had resumed with no explanation from the respondent and attempts to get the same have not been responded to.	
SUGAR COMPANIES						
1.	Aggrey Ochieng Owiti CAJ/M.AGRI/014/381/22-EMN	Male	Mumias Sugar Company	Delay	The complainant alleged that he is the administrator of the estate of David Elijah Owiti who had delivered cane rot the respondent and that they have been following up for payment of the cane delivered in vain. The complainant was referred to the Kenya Sugar Board	Inquiry ongoing
2.	John Otieno Odongo CAJ/KSM/M.AGR/014/76/22-WT	Male	Muhoroni Sugar Company Ltd	Delay	The complainant alleged that the complainant supplied sugar cane to Muhoroni Sugar Company Ltd on 28th October 2021, 31st October 2021 and 2nd November 2021 and was paid part of the dues leaving a balance of Kshs. 30,000.	Inquiry ongoing
COUNTY GOVERNMENT OF EMBU						
1.	Duncan Nyaga Ngari HUD/EMBU/CG EMBU/089/26/22-EMN	Male	Embu County Government	unfair treatment	The complainant alleged that he is a Laboratory Technologists working at the Embu level 5 hospital. He said that he has worked for 10 years and has not been promoted despite acquiring a	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					Bachelors' and Masters degree.	
2.	Charles Njiru Simba CAJ/CG/EMBU/089/21/22-EMN	Male	The County Government of Embu	Unfairness	The complainant alleged that the respondent constructed a road passing through his land parcel no Kyeni/Kigumo/9878 but failed to compensate him. The complaint was referred to National Land Commission.	Inquiry ongoing
3.	Charles Njiru Simba HUD/EMBU/CG EMBU/089/27/22-EMN	Male	Embu County Government	Delay	The complainant alleged that he is the registered owner of land parcel number **KYENI/KIGUMO/9878** and that the respondent constructed Kathungiri-Karurumo road which passes through the aforementioned parcel of land. He stated that he had sought for compensation in vain.	Inquiry ongoing
KENYA UNION OF COMMERCIAL FOOD AND ALLIED WORKERS						
1.	Jackson Ondieki Marwanga HUD/GPO/M.LAB/017/100/22	Male	Kenya Union of Commercial Food and Allied Workers	unfairness	The complainant alleged that that he is a person Living with Disability previously working with Premier Floor Mills. He said that his services at the Floor mills were terminated and he was awarded a sum of Kshs. 638,840 in damages. He sought to be exempted from tax. He was referred to the National Council for People Living with Disability.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
MINISTRY OF TOURISM AND WILDLIFE						
1.	Timothy Sabuni CAJ/M.TOU/024/56/22-EMN	Male	Ministry of Tourism and Wildlife	Administrative Injustice	The complainant lodged this complaint on behalf of Aimat Company Limited which had been contracted to offer cleaning services for the respondent's community and town offices. They said that at the expiry of their contract, they were verbally asked to continue offering services for two years pending renewal of the contract. They offered the services and that the respondent advertised for provision of the very services they were offering and awarded the contract to a different company. Efforts to be paid for the two years are futile as the respondent stated that they couldn't pay without documents. They were advised to supply the Commission with their claim supporting documents.	Inquiry ongoing
KENYA ELECTRICITY TRANSMISSION COMPANY LIMITED (KETRACO)						
1.	John Mwai CAJ/KETRACO/021/573/22-SAK	Male	Kenya Electricity Transmission Company Limited (KETRACO)	Delay	The complainant alleged that he is proprietor of SALAMA/MURUKU/BLK1/1023 whose parcel was affected by the leeway for the Ethiopia Interconnector Transmission line. In 2016, the Company advised those affected by the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					line to submit their Title Deeds for appropriate compensation. In this regard, the complainant forwarded the same on the 9th June 2017 and was given a letter dated 9th June 2017 by KETRCO to collect the Title Deed after 3 months. However, despite several follow up visits, he is yet to receive his Title Deed and no explanation has been forthcoming.	
MINISTRY OF TRANSPORT, INFRASTRUCTURE, HOUSING, URBAN DEVELOPMENT AND PUBLIC WORKS						
1.	Anonymous CAJ/M.TRA/004/524/2022-SAK	Anonymous	Ministry of Transport, Infrastructure, Housing, Urban Development and Public Works	Manifest Injustice	The complainant alleges irregularities in Tender No. KAA/ICB/JKIA/0092/2021-2022 which was issued by KAA for the development and management of duty free shops and terminal 1B and 1C despite there being systems in place for the same. The complaint avers that the terms and conditions of the tender will prejudice local bidders and favour international bidders to the detriment of local businesses	Inquiry ongoing
2.	Fredrick Odhiambo Abinya CAJ/KSM/NTSA/004/34/22-FL	Male	Ministry of Transport, Infrastructure ,Housing, Urban Development & Public works	Delay	The complainant alleged that that National Transport Safety Authority (NTSA) had delayed to effect the transfer of ownership and issuance of log	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					book to motor vehicle registration number KAP 015Y.	
COUNTY GOVERNMENT OF MIGORI						
1.	MP Suna East Constituency CAJ/KSM/CG/MIG/080/4/22-WT	Organisation	County Government of Migori	Improper official conduct	Complainant alleging improper conduct by the County Government of Migori in regard to implementation of projects supported by the Kenya Urban Support Programme. That the works advertised were not subjected to public participation prior to their implementation as required under the law and there were no environmental impact and social assessments done yet the said projects and works were likely to have environmental and social impacts.	Inquiry ongoing
COUNTY GOVERNMENT OF KISII						
1.	Emmanuel Baptist Church CAJ/KSM/CG/KSI/078/18/22-WT	Organisation	**County Government of Kisii**	Inefficiency	The Complainant church alleged that, theyhave been pursuing the approval of PDP No. KSI/37/93/20 by the County Government of Kisii since 1993. The preparation of this PDP was authorized by the then Kisii Municipal Council in 1993, but the same was not submitted for approval. That they raised the matter with the County Government of Kisii in	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					2021 after they were informed by the National Land Commission that the County Director of Physical Planning was required to prepare a new plan using PLUPA 2019 guidelines. That on 16th December 2021, Land Transaction Committee of the Kisii County Government informed them that their application was under consideration. However, the same had not been issued.	
COUNTY OF GOVERNMENT OF KISUMU						
1.	Moses Namasaka CAJ/KSM/CG/KSM/051/130/22-WT	Male	County of Government of Kisumu	Unresponsive Official Conduct	The complainant alleged that the County Government had failed to address his grievance which is removal of temporary illegal structures at the frontage of their church compound verified by a survey report dated 21st October2021 for the parcel identified as Kisumu Mun./Block 9/109. This is despite several requests since these structures are preventing them from the quiet enjoyment of their property.	Inquiry ongoing
2.	Jared Otieno Oyaro CAJ/KSM/CG/KSM/051/131/22- WT	Male	County Government of Kisumu	Delay	The Complainant alleged delay by the County Government of Kisumu to pay local dues owed following his	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					retirement in 2020. The Complainant despite making follow ups was yet to receive the dues.	
3.	Anonymous CAJ/KSM/CG/KSM/051/132/22-WT	Anonymous	Kisumu County Public Service Board	Delay	The complainant alleged that he was employed by the respondent in October 2019 and May 2020, the County Public Service Board had delayed to issue them with personal numbers hence rendering the 300 employees unable to access government opportunities such as loans. The complainants indicated that they had made several follow-ups to have the matter addressed but their efforts had been unsuccessful.	Inquiry ongoing
INDEPENDENT POLICING OVERSIGHT AUTHORITY (IPOA)						
1.	Rakewa Otieno & Company Advocates CAJ/KSM/NPS/015/636-WT	Organisation	Independent Policing Oversight Authority (IPOA)	Delay	The complainant alleged that that the respondent had delayed to update him on the outcome of his complaint against the OCS Nyalenda Police Station, Kisumu county.	Inquiry ongoing
COUNTY GOVERNMENT OF SIAYA						
1.	Loice Achieng Akungu CAJ/KSM/CG/SYA/074/21/22-FL	Female	County Government of Siaya	Administrative Injustice	The complainant alleged that the County Government of Siaya unlawfully commenced the stoppage of her salary on grounds of absconding duty without according her a fair hearing.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Loice Achieng Akungu CAJ/KSM/CG/SYA/074/21/22-- WT	Female	County Government of Siaya	Manifest Injustice	The Complainant alleged that the she was the respondent's employee and that the respondent had unfairly stoppedher salary December 2021 on accusations of absenting herself from work for more than 32 days without being heard.	Inquiry ongoing
3.	Erastus Kodundo Odundo CAJ/KSM/CG/SYA/074/22/22-WT	Male	Siaya County Public Service	Manifest injustice	The complainant alleged that he was issued with an offer of appointment for the position of Supply Chain Management Officer I at the County Government of Siaya on 5th April, 2019, but was not issued with the appointment letter.	Inquiry ongoing
KAKAMEGA COUNTY WATER AND SANITARY COMPANY						
1.	Alex Musungu CAJ/KSM/KAWASCO/009/46/22-WT	Male	Kakamega County Water And Sanitary Company	Unresponsive Official Conduct	The complainant alleged unresponsiveness by the Kakamega County Water And Sanitary Company (KAWASCO). The Complainant had raised concerns about unreasonable high billing, but no action had been taken to address the same.	Inquiry ongoing
2.	Gibson Mukoma Shileta CAJ/KSM/CG/KAK/073/13/22-WT	Male	County Government of Kakamega	Unfair treatment	The complainant alleged that he was arrested by the Kakamega County *Enforcement Officers* and his business items seized on 14/1/2021.He was charged at Kakamea Law Courts on the	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					17th January 2021 vide Crim. Case E776/21 and was later acquitted in November 11th 2021. His attempts to recover his wares have been unsuccessful.	
COUNTY GOVERNMENT OF VIHIGA						
1.	Gislar Awuor Olwana CAJ/KSM/VHG/077/20/22 - WT	Female	County Government of Vihiga	Unfair Treatment	The complainant alleged unfair treatment by the Department of Agriculture, Vihiga County. The complainant applied to be a member of NCPWD following a mental assessment by the County Government of Siaya, Department of Health and Sanitation vide a letter dated 16th May, 2022 proving that she suffers a mental disability (Epilepsy). She wrote to the Director Human Resource requesting for a letter indicating that she had a mental disability in order to facilitate processing of her NCPWD, but her request was declined.	Inquiry ongoing
MINISTRY OF COOPERATIVES & DEVELOPMENT						
1.	Michael Juma Munoka CAJ/KSM/M.COOP/025/31/22 -WT	Male	Ministry of Cooperatives & Development	Delay	The complainant alleged delay by the Cooperative Department to pay dues amounting to Ksh 34,127.44 as promised to him when he visited the offices in April, 2022. The complainant had	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					been following up on his contributions with Kimute Sacco Ltd (under receivership) and the State Department for Cooperatives was the official receiver. He was to be paid Kshs. 34,127.44, but the same had delayed.	
COUNTY GOVERNMENT OF NYANDARUA						
1.	David Mwangi Ng'ang'a CAJ/NHRR/015/6/22-EM	Male	County Government of Nyandarua	Maladministratio n	The complainant alleges that the county Attorney Nyandarua has detained his file in the office. He sought to get the case file so he act in person in court.	Inquiry ongoing
2.	Peter Mburu Mugwe CAJ/NHRR/CG NYANDARUA/101/2/22-EM	Male	County Government of Nyandarua	Abuse of power	The complainant alleged that the ecological line of equator was moved by the people who were friends to the Interior Ministry, Tourism Operations and county officers in 2003. This resulted in the complainant being asked to pulldown billboards on his land that indicated that the equator ecological line passes there.He was requested to supply further details on his complaint.	Inquiry ongoing
3.	Isaac Wanyiri Thumbi -EM CAJ/NHRR/CG/104/1/22	Male	County Government of Laikipia	Delay	The complainant alleged that the they introduced a bill to the floor of Laikipia Assembly suggesting the implementation of village councils in the village	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
					governance in Kenya. The bill was received and placed before the county cohesion committee and was taken back to the assembly where they have not been responsive up to date. He was requested to supply further details on his complaint.	
4.	Jackson Mugambi Mutahi- CAJ/NHRR/CG/104/2/22- EM	Male	County Government of Laikipia	Unfair treatment.	The complainant alleged that is a licensing officer in Laikipia county government and was issued with early retirement official letter. The retirement is supposed to be on November and not January 2022. He was requested to supply further details on his complaint.	Inquiry ongoing
KENYA FOREST SERVICE						
1.	Frank Clement Gichohi CAJ/NHRR/M.WIF/010/1/22- EM	Male	Kenya Forest Service	Unresponsiveness official conduct	The complainant who are forest/ environment conversant alleged that the respondent keeps accepting payment through pay bills from pastoralist who are from Baringo or Samburu to graze in the forest. The pastoralists are causing conflict in the area, destruction of forest and introducing un cultural practices in the area. The complainant has written several letters complaining on the same without any action.	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
LAND REGISTAR						
1.	Ahmed C. Gikara for Landluck Investments Ltd CAJ/M.LAN/022/2280/22-EF	Male	Land Registrar – Ruiru Lands Office	Unlawful conduct	The complainant alleged that the land registrar is colluding with a former director of the company to fraudulently interfere with land ownership documents, and that despite raising the matter with the Chief Land Registrar, there is no response or action.	Inquiry ongoing
2.	Tobias Morgan Odhiambo Opiyo CAJ/M.LAN/022/2272/22-EF	Male	Chief Land Registrar	Unlawful conduct	The complainant alleged that land ownership records for his parcel of land Nairobi/Block 63/670 have been missing and despite concerted efforts to follow up the restoration of the records there is no positive progress.	Inquiry ongoing
NATIONAL GOVERNMENT CONSTITUENCIES DEVELOPMENT FUND						
1.	Caroline Huria CAJ/NGCDF/008/262/22-FN	Female	National Government Constituencies Development Fund	Inefficiency	The complaianant alleged that the respondent's portal for online application of advertised positions was inactive and that the complainant could not submit her application on 8th February 2022	Inquiry ongoing
OFFICE OF THE REGISTRAR OF POLITICAL PARTIES						
1.	Chama cha Uzalendo CAJ/ORPP/001/1428/22-FN	Organisation	Office of the Registrar of Political Parties	Inefficiency	The complainant alleged that the Respondent had issued a Gazette Notice No. 1992 regarding new party officials whilst the same did not go through the proper procedure	Inquiry ongoing

No.	Name of Complainant	Gender	Respondent	Classification of complaint	Complaint received/investigated	Remedial action/Status
2.	Chama Cha Uzalendo CAJ/ORPP/001/1428/22-FN	Organisation	Registrar of Political Parties	Unfair treatment	The complainant alleged that the respondent had unfairly treated them by publishing in the Gazette, strange persons as officials of the political Party – Chama cha Uzalendo	Inquiry ongoing