

Defender

THE NAIROBIAN

By James Mwangi



Irene: KWFT told us to accept that our money is ‘lost’, what can we do?

Irene Murimi from Nyeri County has been in a tussle with Kenya Women Microfinance Trust (KWFT) over a loan she took and cleared.

In March 2020, she borrowed Sh30,000 from the bank’s Karatina branch. She had challenges paying the loan as promised. The bank employees took away her kitchen items on January 23 last year.

They took two-burner gas cookers, 13kg gas cylinder, 6kg gas cylinder, Total gas regulator and a pipe belonging to a chama she belongs to.

After Irene cleared the loan, she asked for the items but the bank manager told her they sold them and deposited the money in her bank account when she cleared the debt.

She says it was a lie. KWFT is giving her different versions on the items and in addition it has not refunded her savings of Sh15,000. The Nairobiian Defender forwarded the complaint to the bank top

management for action.

Response from KWFT

We received the complaint and reached our client and the group. The issue was addressed and an amicable solution arrived at. We however established that the bank’s claim is disputable according to the complainant.

Reaction from Irene

The bank officials called on April 27 requesting the members to meet. We met three days later, where they admitted selling my items.

What’s even worse, the members who saved shares in 2020 were told that the money is not showing in the bank systems,

meaning it is lost. We don’t understand why and the bank officials can’t explain. The members are also stranded. Please help us get justice.

Irene, in another email, revealed the cold treatment by the bank officials.

“They tried to convince the members how we should accept that our money is lost since the officials we had back then are no longer in the bank. I told them that I wasn’t content as they sold my things without serving me with a notice. They are lying to say the least”.

The Defender mailed this response to the bank but we are yet to get a response from them. The case remains open until an amicable solution is reached.

Case track

Kanyungu, Advocates Complaints Commission is working on your case

David Maina Kanyungu who was involved in a road accident along Nakuru-Eldoret Highway in 2002 has been in tussles with his advocate Muriuki Ngunjiri advocates.

A ruling by an Eldoret court in 2007 awarded him compensation, but he says the advocate Patrick Ngunjiri has denied him justice.

Ngunjiri alleges that the compensation was not settled as the insurance company, Lakestar Insurance, collapsed before paying.

His claims were disputed by the complainant who said the company involved is Standard Insurance.

“The car that hit me is KVZ 0_7 that was insured by Standard Insurance. not Lakestar. The owner was Irine Adhi-ambo.

I was involved in the accident with another person who has since been paid,” Kanyungu said.

The Defender forwarded the matter to the Advocates Complaints Commission who acknowledged re-

ceipt of the complaint and promised to look into it.

Response from the ACC

Please note that the complaint against the said advocate was lodged by the complainant (David M. Kanyungu) with the help of the Commission on Administrative Justice (Office of the Ombudsman).

The complaint is registered as no. CC/PE/JU_2_/5_.

The Advocates Complaints Commission is currently conducting an enquiry into the complaint in accordance with its mandate as provided under section 53 of the Advocates Act, Laws of Kenya.

The complainant is aware of the enquiry. It seems the grievance crystallised nearly 15 years ago therefore independent enquiry and obtaining of evidence will take some time. The complainant will be advised appropriately in due course.

The Defender will continue keeping tabs on the matter until Kanyungu gets the justice he deserves.



Case track

Ministry of Mining is responsible for noisy quarry blasting, Nema now says



Homeowners in Ndururumo in Juja, Kiambu County, have been suffering in the hands of quarry operators.

Use of powerful explosives at a nearby quarry has cracked some houses, besides scaring children.

“Their activities are not controlled. We have complained to the owners but they ignored our pleas” they said.

The Defender contacted the National Environment Management Authority (Nema) regarding the case.

A few days later, Nema officials toured the quarry and indicated the point which mining in the area should not exceed.

However, in unofficial communication to us, they said the use of explosives falls under the Ministry of Mining.

We have therefore forwarded the complaint to the ministry.

The Defender will continue pursuing the matter until quarrying in the area is controlled to the residents’ satisfaction.

Case track

Collins: Newton’s Premium Autos still withholding my log book

In March, Collins asked the Nairobiian Defender to intervene in his case with Newton’s Premium Autos. He bought a Nissan X-Trail worth Sh600,000 from the dealer in December last year.

He paid in two installments, clearing the balance in February 2022 but the car dealer, Newton Kimiri, has not handed him the log book.

We contacted Kimathi who promised to do the log book transfer within a week. However, that was not to be.

According to Collins, Kimathi has been making empty promises to him. He was arrested by Karen Police, and released on cash bail after he promised to hand the log book before May 6. However, he has still not honoured his word.

Steps taken by the Defender desk

We reminded Newton of the commitment he made two months ago but has not honoured. However, he has yet to respond. We are very keen on the resolution of this case, and are informing Newton to take this as a final reminder to honour his word, failure to which we will be forced to escalate the matter.



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3r 2014 | 2000cc | Optional 4WD
KSH PRICE: KSH 2.25M)

LipaPolePote™
30% DEPOSIT
REQUIREMENTS:
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K NATIONAL ID & KRA PIN
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Newton's Premium Autos | www.newtonspremiumautos.co