

THE COMMISSION ON ADMINISTRATIVE JUSTICE
"Office of The Ombudsman"



Hata Mnyonge ana Haki

BI-ANNUAL REPORT FOR THE PERIOD JANUARY - JUNE 2024

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

CAJ/84/2024

FOREWORD

The Commission on Administrative Justice (CAJ) is pleased to submit its Bi-Annual report for the period January-June, 2024.

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

This report is published pursuant to section 8 (c) of the Commission on Administrative Justice Act 2011 and Article 254 of the Constitution that requires the Commission to report Biannually to the National Assembly and Senate on the complaints investigated by the Commission and the remedial action taken.

During the period, January - June 2024, the Commission received a total of one thousand and Fifty-two (**1,052**) complaints. Out of the **1,052** complaints, the Commission referred Ninety-Four (**94**) to public institutions which were better suited to process the complaints to resolution, one hundred and sixty-six (**166**) complainants were outside mandate and the complainants were advised without files being opened. In addition, the Commission resolved one hundred and thirty-seven (**137**) complaints while six hundred and fifty-five (**655**) are ongoing and at different stages of resolution.

The Commission is committed to enhance efficient and effective public service delivery within the public sector in both National and County Governments for the benefit of all Kenyans.

EXECUTIVE SUMMARY

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

The Mandate of the Commission is two-fold and extends to both National and County Governments. The first, and traditional role of the Commission is to address maladministration within the public service. In this regard, the Commission is empowered to investigate any conduct in State affairs, or any act or omission in public administration by any State organ, State or Public Officer in National and County Governments that is alleged or suspected to be prejudicial or improper or is likely to result in any impropriety or prejudice. In addition, the Commission investigates complaints of abuse of power, unfair treatment, manifest injustice or unlawful, oppressive, unfair or unresponsive official conduct within the public sector and inquires into allegations of maladministration, delay, administrative injustice, discourtesy, incompetence, misbehaviour, inefficiency or ineptitude within the public service among other functions.

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

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

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

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

The report further contains a summary of the total number of complaints received; the number of complaints resolved, unresponsive public offices/officers, the challenges faced by the Commission, recommendations and proposed Parliamentary intervention for enforcement.

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

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

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

MERCY K. WAMBUA, OGW
COMMISSION SECRETARY/CEO

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3. DEFINITION OF TERMS:

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

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

INTRODUCTION:

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

Mandate

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

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

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

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

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

During the period, January - June 2024, the Commission received a total of one thousand and Fifty-two **(1,052)** complaints **(See figure 1)**. Out of the **1,052** complaints, the Commission referred Ninety-Four **(94)** to public institutions which were better suited to process the complaints to resolution, One Hundred and Sixty-Six **(166)** complainants were outside mandate and the complainants were advised without files being opened. In addition, the Commission resolved one hundred and thirty-seven **(137)** complaints while six hundred and fifty-five **(655)** are ongoing, at different stages of resolution.

a. Breakdown of the 1,052 complaints received by the Commission:

- i.** One hundred and thirty-seven **(137)** cases were resolved and the files in respect of the same closed.
- ii.** Ninety-Four **(94)** were advised and referred to the relevant Institutions which were best suited to deal with them as per their mandates.
- iii.** Six hundred and fifty-five **(655)** cases are ongoing and at different action stages within the Commission i.e., inquiries, investigations, summons, notice to show cause, Alternative Dispute Resolution mechanisms and issuance of Determinations.
- iv.** One hundred and sixty-six **(166)** cases were outside mandate and the Complainants were advised

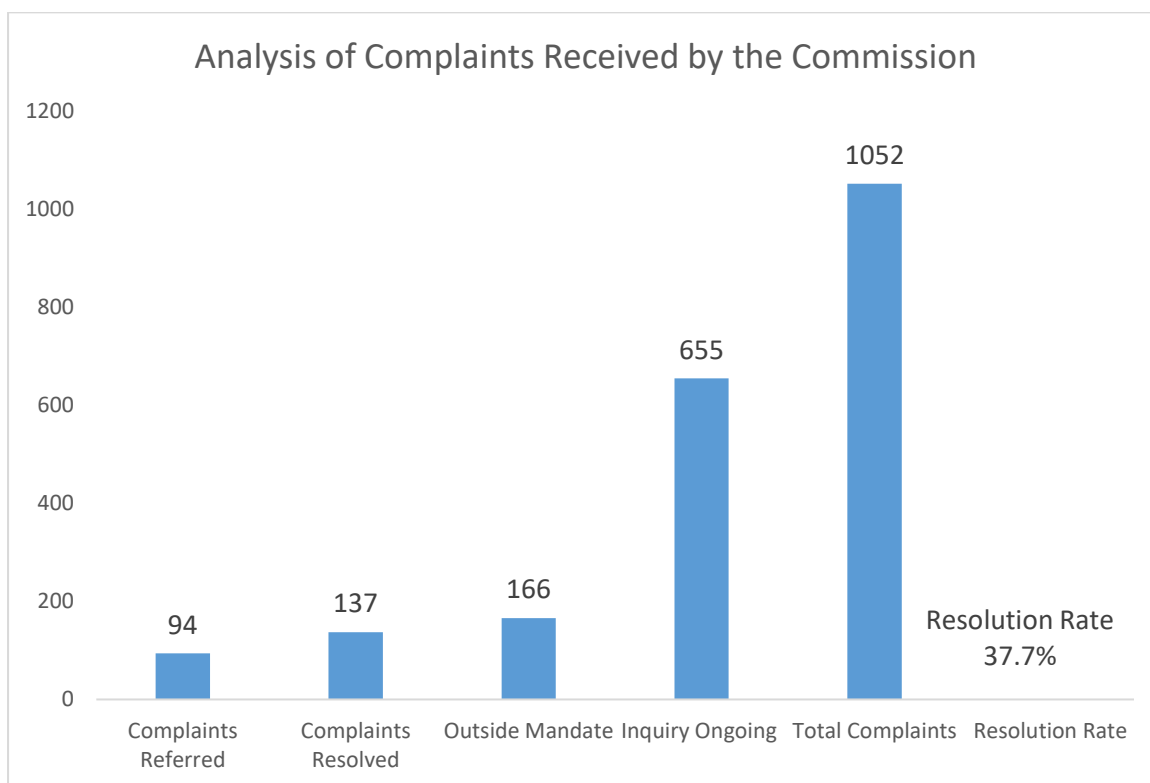


Figure1: Analysis of complaints received

b. Classification Based on Gender:

The breakdown of the 1,052 Complaints in respect of which files were opened and processed by the Commission i.e. excluding the referred complaints, the distribution was as follows:

- i. Six Hundred and Fifty-Four (654) complainants were male.
- ii. Two Hundred and Forty-Two (242) complainants were female.
- iii. One Hundred and Thirty-Nine (139) complaints were from institutions/organizations.
- iv. Seventeen (17) complaints were from unclear/anonymous sources.

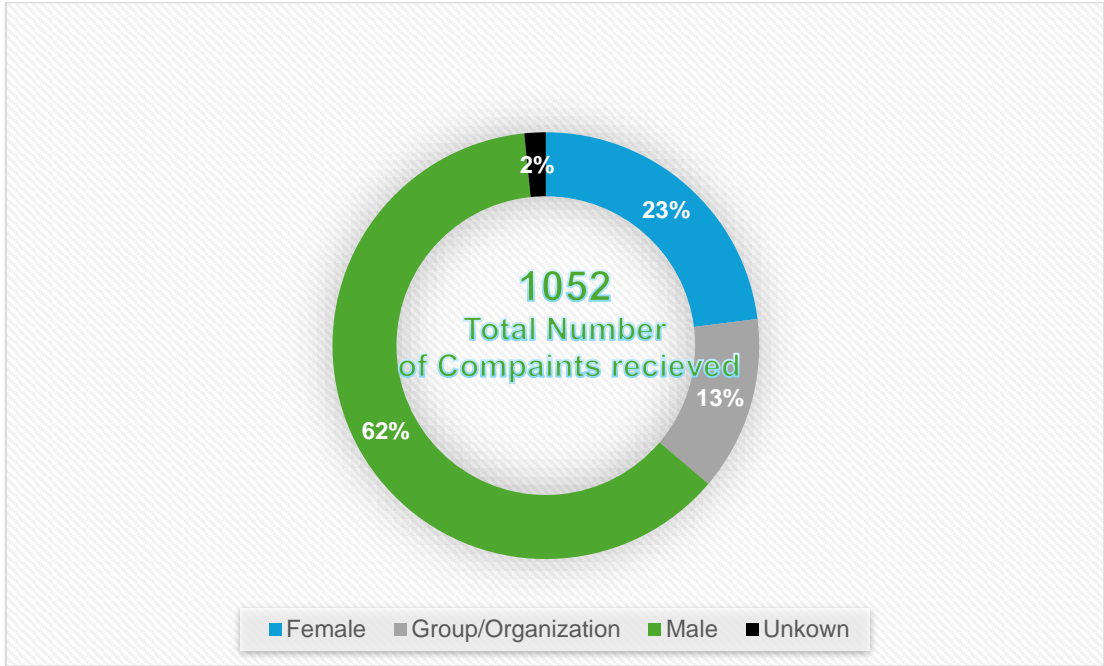


Figure 2: Analysis of complaints received based on Gender

Service Issues Handled

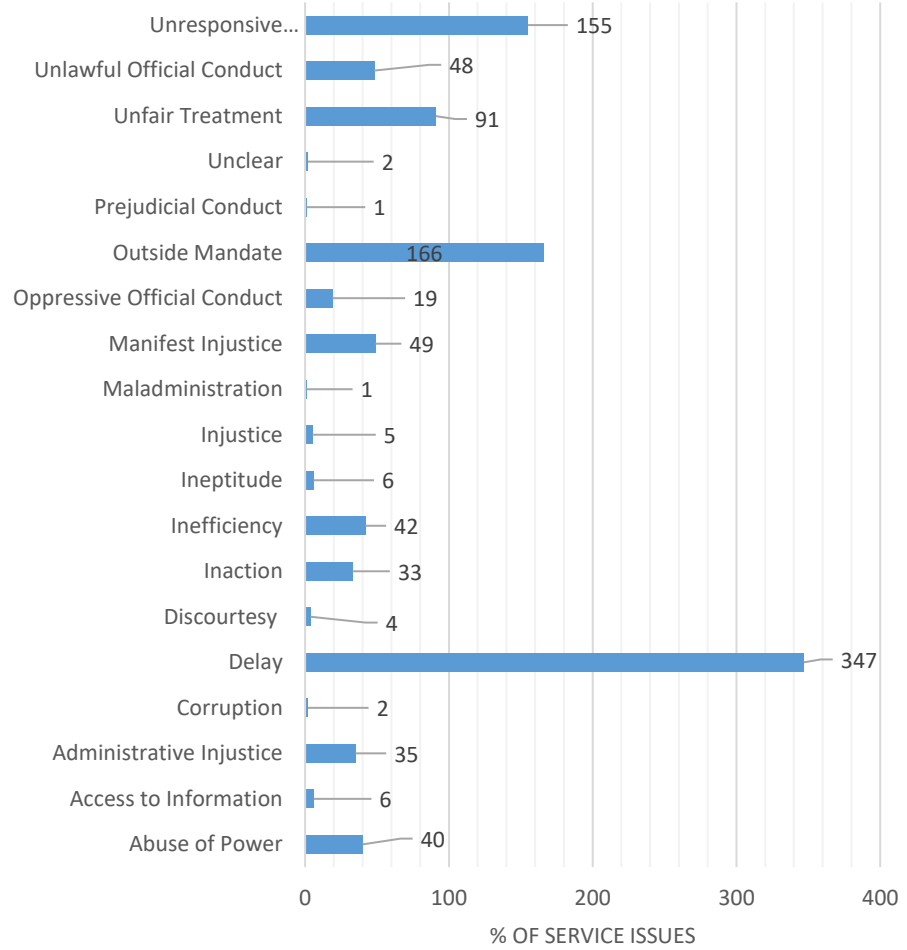


Figure 3: Analysis of complaints based on Service Issues

Top 20 Respondents accounting for 68.35% of total Complaints

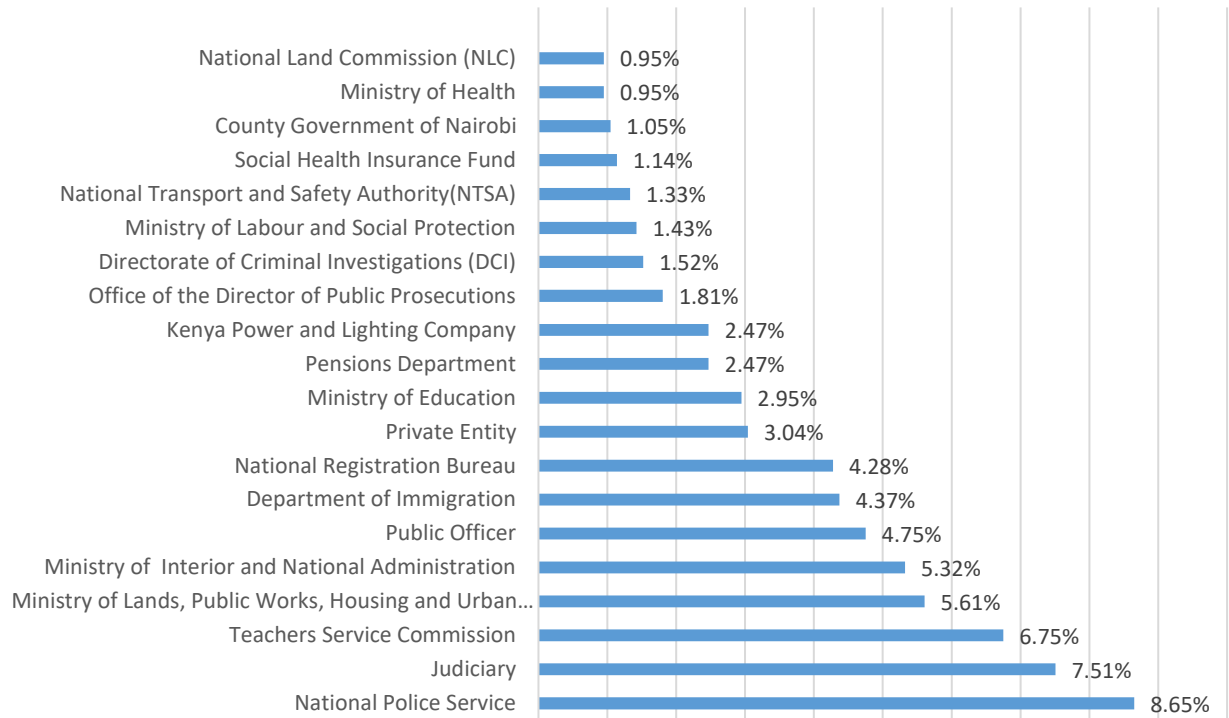


Figure 4: Analysis of complaints based on Respondents

Procedures undertaken by the Commission

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

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

i.	Screening	Undertakes a screening of the complaint and the supporting documents provided by the Complainant to ascertain eligibility of the complaint and application of the Commission's mandate	
ii.	Intake	A Complaint file is opened in the Commission and the complaint is allocated a reference number and legal officer to undertake an inquiry	
iii.	Inquiry/ Referral	Referral:	where the complaint is addressed to another public institution that is directly mandated to resolve the complaint, or there exists an institution mandated to look into the complaint, the Commission refers the complaint to that institution better placed to handle it. Example of this is on complaints of police misconduct the Commission refers the matter to Internal Affairs Unit or Independent Policing Oversight Authority; and on matters corruption, the Commission refers to the Ethics and Anti-Corruption Commission.
		Inquiry	Where the complaint is addressed to the Commission and the complainant has supporting documents pointing towards maladministration, the Commission initiates an inquiry to the institution complained against (the Respondent) raising the issues complained about and gives the Respondent fourteen (14) days to respond to the Commission.

iv.	1 st Reminder	Where a Respondent has not replied to the Inquiry upon lapse of 14 days, the Commission issues a reminder giving the institution seven (7) days to respond.
v.	Notice to Show Cause	Where a Respondent fails to respond to the 1 st Reminder, the Commission proceeds to issue a Notice to the unresponsive public officer to Show Cause why he/she, usually an officer in the Respondent institution, should not be entered into the Register of Malfeasant Public Officers as an unresponsive Public Officer and unfit to serve in the Public Service, and for the Commission to further cite hem/her as such in its Statutory Report. This Notice is personally served on the public officer and usually gives the Respondent seven (7) days to respond.
vi.	Summons	Where the Respondent fails to respond to the Notice, the Commission issues summons to the public officer to appear before the Commission to provide the required responses to address the complaint. Failure to attend the summons attracts penal consequences, in addition to being cited as an unresponsive officer unfit to hold public office.
vii.	Alternative Dispute Resolution	In some cases, the Respondents respond to the Commission's inquiries and provide their position on the issues raised in the complaint. Some of the responses essentially provide the required feedback and resolve the complaint, hence the matter is resolved and closed. In other matters, the position of the Respondent attracts a rejoinder from a dissatisfied complainant. This may necessitate the Commission inviting both parties for a mediation session to agree on a compromise position to resolve the complaint.
viii.	Determinations	In some matters the response from the Respondent on the issues raised in the complaint raise matters amounting to maladministration on their part, and the Respondent is not indicating their intention to remedy the situation. In such cases, the Commission issues a determination outlining the issues in the complaint, and recommendations that the Respondent needs to implement to remedy the concerns of the complainant. This determination is then served on the Respondent for their implementation.

c. Unresponsive Public Institutions/Officers:

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

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

6. CHALLENGES AND RECOMMENDATIONS:

The following challenges were encountered by the Commission:

- i.** The Supreme Court judgment in **R. Vs. Kenya Vision 2030 Board and CAJ Ex Parte Eng. Judah Abekah**: On 24th March, 2021 the Supreme court pronounced itself in the above case and held that the Commission's recommendations are not binding on public institutions. This has caused challenges to the Commission in ensuring that its recommendations are enforced. To seek to remedy to the same, the Commission wrote to Parliament to look into the issue with proposals to amend the Commission on Administrative Justice Act, 2011, so as to make the Commission's recommendations binding. The Commission is yet to get directions on the same.
- ii. Turnaround time in complaints resolution-:** This was affected by the following:
 - a) Unresponsive Public Offices and officers-:** A number of public officers and institutions were unresponsive making it a challenge to resolve complaints. This has been aggravated by poor records management and the manual systems in the public service. To remedy the same, innovative approaches in complaints resolution were adopted by the Commission, such as a corporate complaints resolution mechanism which bore positive results. The Commission requests Parliament to take appropriate action against the listed unresponsive institutions and or officers to enhance public service delivery.
 - b) Inadequate funding-:** Budgetary constraints negatively affected programmatic work, staffing and decentralisation to counties. During the financial year July 2023-June 2024, in which this Biannual Report falls in, the Commission requested for Kshs 1.745 billion however, Kshs 730,194,424 was the

remittance by the National Treasury, leaving a deficit of 1,148,055,76 billion. The inadequate funding affected the Commission's ability to raise awareness on its mandate to members of the public and to build capacity of public institutions to improve their grievance redress mechanisms. The Commission also has gaps in staffing and equipment in its offices both in Nairobi and the regional offices to facilitate the process of complaints resolution. The Commission therefore requests Parliament to increase budgetary allocations so as to remedy the situation.

- c) Alternative Dispute Resolution (ADR)** has not yet been widely accepted as an effective means of resolving complaints. Some parties to a dispute including non-justiciable disputes, still resort to seeking judicial interventions even when ADR is readily available. Increased advocacy on promotion of ADR would provide the necessary impetus to complaints resolution.

APPENDIX 1: UNRESPONSIVE PUBLIC ENTITIES/OFFICERS

NTSC & SUMMONS ISSUED				
NO.	FILE NAME AND REFERENCE NUMBER	INSTITUTION/ RESPONDENT	DATE OF NTSC/ SUMMONS	REMARKS
1.	Justus Moracha Moywaywa CAJ/KSM/CG/HBY/071/9/21-WT	County Government of Homabay	20th May 2024	<p>Complaint against Homabay County Government for failing to pay Medrep Healthcare Agency Ksh 9,535,900 and Mercury Supplies Agency Ksh 1,611,854 for goods supplied to Homabay County Referral Hospital. Despite multiple inquiries and reminders sent between December 2021 and May 2024, no adequate responses have been received. Summons issued for May 20, 2024, were ignored without explanation.</p> <ul style="list-style-type: none"> - Reminders on 1st March 2022, 7th April 2022 and 16th June 2022 which elicited no response. - letter dated 7th February 2023 which was followed by reminders dated 13th April 2023, 9th May 2023 and final reminder dated 30th May 2023 which still elicited no responses. - A NTSC dated 3rd July 2023 was served on the County Secretary on 3rd July 2023. He responded via letter dated 14th July 2023 requesting for seven days to provide a comprehensive response. - Acknowledged his letter on 17th July 2023 acceding to the request, but no response was forthcoming. - A new summons was issued for 9th April 2024, but on 8th April 2024, the County Secretary stated that he would be unavailable and requested for rescheduling of the summons. A

NTSC & SUMMONS ISSUED				
NO.	FILE NAME AND REFERENCE NUMBER	INSTITUTION/ RESPONDENT	DATE OF NTSC/ SUMMONS	REMARKS
				fresh summons was issued for 20th May 2024, but the County Secretary did not honour the summons and did not provide any reason.
2.	Galgalo Shone and 11 Others CAJ/ISL/CG/ISIOLO/049/027/18	Department of Health, County Government of Isiolo	NTSC dated 1 st August 2022.	<p>The Commission issued a determination against the Department of Health, County Government of Isiolo dated 9th March 2023 regarding a long outstanding complaint by one Galgalo shone and 11 others. The complaint touched on failure by the Chief Health Officer to furnish a substantive report on the the issues raised. The same was served on 10th March 2023, 3rd April 2023 and 10th April 2023 and his office secretary declined to receive on grounds that the Chief Health Officer would receive in person.</p> <p>On 3rd April 2023 and 5th April 2023, the Commission reached out to the said Chief Health officer in an attempt to establish his availability to receive the said determination to no avail and the Commission is yet to serve the determination.</p> <p>The Commission raised the issue of unresponsiveness to the Governor, County Government of Isiolo vide a letter refenced CAJ/ISI/CG/ISIOLO/049/027/18 dated 18th July 2023, whereby it outlined futility in serving the determination.</p>

APPENDIX 2: COMPLAINTS RECEIVED

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
CLOSED - RESOLVED							
JUDICIARY							
1.	Davies Eyinda Wetende CAJ/ELD/JUD/001/173/ 24 -EK	Male	Judiciary	No	Delay	The Complainant alleged delay by the Eldoret Law Courts to refund him cash bail of Kshs. 10,000 deposited to the court pending trial in Eldoret CR. Case No. 1208 of 2022 wherein the same was withdrawn following a request from the complainant. The complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
2.	Yona Wasai CAJ/ELD/JUD/001/173/ 24-FL	Male	Judiciary	No	Delay	The Complainat alleged failure by the Kapenguria High court to update him on the status of his appeal filed in November, 2023 vide High Court Criminal Appeal No. E018 of 2023. The complaint was resolved on the Commission's intervention.	File Closed
3.	Hillary Koech Koitie CAJ/ELD/JUD/001/171/ 24-EK	Male	Judiciary	No	Delay	The Complainant alleged failure by the Iten High court to hear his matter filed in the year 2016 at the Eldoret Court and later transferred to Iten High Court vide Criminal Case No. 15 of 2016. The complaint was resolved on the Commission's intervention	File Closed
4.	Joseph Wanyonyi CAJ/ELD/JUD/001/174/ 24-EK	Male	Judiciary	No	Delay	The Complainant alleged delay by the Eldoret High court to determine the complainant's Criminal case No. 14 of 2016 which the complainant alleges that he has been in remand since the year 2016. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
5.	Aggrey Murefu Bigulu CAJ/ELD/JUD/001/186/ 24-MM	Male	Judiciary	No	Delay	The Complainant alleged delay by the Eldoret High Court to update him on the status of his appeal filed in the year 2023 vide Criminal Appeal No. E035 of 2023. to update him on the status of his appeal filed in the year 2023 vide Criminal Appeal No. E035 of 2023. The Complaint was resolved on the Commission's intervention	File Closed
6.	Clement Muteshi Wetindi CAJ/ELD/JUD/001/187/ 24 - FL	Male	Judiciary	No	Delay	The Complainant alleged delay by the Eldoret High Court to update him on the status of his appeal filed in the year 2022 vide Criminal Appeal No. E109 of 2022. The Complaint was resolved on the Commission's intervention	File Closed
7.	Daniel Kipkoech Kirong- FL CAJ/ELD/JUD/001/184/ 24-FL	Male	Judiciary	No	Delay	The Complainant alleged delay by the Eldoret High Court to update him on the status of his appeal filed on 5/2/2021. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
8.	David Kibet Cheserek CAJ/ELD/JUD/001/169/ 24-FL	Male	Judiciary	No	Delay	The Complainant alleged delay by the Eldoret High Court to hear and determine petition No. 80 of 2020. He alleges that he is apprehensive that the delay might affect his remission having served in prison for 10 years. The Complaint was resolved on the Commission's intervention	File Closed
9.	Eliaqim Kipkemboi CAJ/ELD/JUD/001/170/ 24-EK	Male	Judiciary	No	Delay	The Complainant alleged failure by the Eldoret High Court to update him on the status of his appeal filed in September 2023 vide Criminal Appeal No. E090 of 2023. The Complaint was resolved on the Commission's intervention	File Closed
10.	Francis Juma Amatsuko CAJ/ELD/JUD/001/189/ 24-MM	Male	Judiciary	No	Delay	The Complainant alleged delay by the Eldoret High Court to update him on the status of his appeal filed in the year 2021 via Eldoret High Court Criminal Appeal Revision Number E064 of 2021	File Closed
11.	Gilbert Manase CAJ/ELD/JUD/001/176/ 24-EK	Male	Judiciary	No	Delay	The Complainant alleged delay by the Eldoret High Court to update him on the status of his appeal filed in February, 2019 vide criminal Appeal No. E019 of 2019. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
12.	Gilbert Kaminja CAJ/ELD/JUD/001/177/ 24- MM	Male	Judiciary	No	Delay	The Complainant alleged failure by the Eldoret High Court to update him on the status of his appeal filed in the year 2013 vide criminal Appeal No. 186 of 2013. The Complaint was resolved on the Commission's intervention	File Closed
13.	Hamisi Vulimo CAJ/ELD/JUD/001/181/ 24-FL	Male	Judiciary	No	Delay	The Complainant alleged failure by the Eldoret High Court to update him on the status of his appeal filed in court vide High Court Criminal Revision Number E303 of 2024. The Complaint was resolved on the Commission's intervention	File Closed
14.	Joseph Kipsang Ng'eno CAJ/ELD/JUD/001/188/ 24-EK	Male	Judiciary	No	Delay	The Complainant alleged failure by the Eldoret High Court to update him on the status of his appeal filed in the year 2023 vide High Court Criminal Appeal No. 25 of 2023. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
15.	Kevin Kogo Alias Rono CAJ/ELD/JUD/001/182/ 24-EK	Male	Judiciary	No	Delay	The Complainant alleged failure by the Eldoret High court to update him on the status of his appeal filed September 2023 vide High Court Criminal Appeal No. E095 of 2023. The Complaint was resolved on the Commission's intervention	File Closed
16.	Moses Ng'ang'a CAJ/ELD/JUD/001/185/ 24-EK	Male	Judiciary	No	Delay	The Complainant alleged failure by the Eldoret High court to update him on the status of his appeal filed in the year 2022 vide High Court. The Complaint was resolved on the Commission's intervention	File Closed
17.	Nicholas Imbwaga CAJ/ELD/JUD/001/179/ 24-EK	Male	Judiciary	No	Delay	The Complainant alleged failure by the Eldoret High court to update him on the status of his appeal filed in the year 2013 vide High Court Criminal Appeal No. 191 of 2013. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
18.	Ruth Macharia CAJ/JUD/001/2710/24-EMN	Female	Judiciary	No	Unresponsive Official Conduct	The Complainant alleged that a judiciary staff at the Nyahururu Law Courts who has refused to transfer a file in succession case number 518 of 2021 to the Nyandarua High Court despite existence of a court order to the same. She was advised that her complaint is outside the Commission's mandate and referred to the Judicial Service Commission. and referred to the Judicial Service Commission	File Closed
19.	Obed Mugeni Lime CAJ/KSM/JUD/001/610/24-AO	Male	Judiciary	No	Delay	The Complainant alleged undue delay in hearing and determination of Kakamega High Court HCCR Petition No. 21 of 2019. The Complaint was resolved on the Commission's intervention.	File Closed
20.	Anthony Sifuna CAJ/KSM/JUD/001/603/24-AO	Male	Judiciary	No	Delay	The Complainant alleged delay in issuance of a hearing date in Oyugis CMC CRC E014/2020. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
21.	Brian Odhiambo Onyango CAJ/KSM/JUD/001/606/24-AO	Male	Judiciary	No	Delay	The Complainant alleged delay in delivery of judgement in Oyugis CMC CRC. No 516 of 2023. The Complaint was resolved on the Commission's intervention.	File Closed
22.	Evans Metric Ojowi CAJ/KSM/JUD/001/607/24-AO	Male	Judiciary	No	Delay	The Complainant alleged delay in issuance a hearing date in Oyugis CMC CRC. No 6A2/225/2022. CMC CRC. No 516 of 2023. The Complaint was resolved on the Commission's intervention.	File Closed
23.	Leah Chelangat CAJ/KSM/JUD/001/609/24-WT	Female	Judiciary	No	Manifest Injustice	The Complainant alleged failure by the Kericho Law Courts to refund cash bail that was paid in 2019 to secure the release of her son Dennis Cheruiyot Alias Boi who was charged in Kericho Criminal Case No. 2928 of 2019 and Kericho Criminal Case No. 2929 of 2019. That her son was acquitted on 4th January 2022 in Case No. 2928/19 and the charges were withdrawn with respect to case No. 2929 on 30th November 2021, but the court only refunded Kshs. 10,000 in respect to Case No. 2929/19 and failed to refund Kshs. 30,000 in respect to the other case. An inquiry was initiated with the Court Administrator responded and	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						provided a satisfactory response that the forfeiture was effected in respect of case no. 20928/19, the case that the complainant absconded.	
24.	Mohamed Likayat Mohamed CAJ/MSA/JUD/001/571/ 2024-EM	Male	Judiciary	No	Delay	The Complainant alleged that the Mombasa High Court Family Division delayed to issue the complainant with typed ruling HCFA/E037/2021. The Complaint was resolved on the Commission's intervention.	File Closed
25.	Inmates Of Hindi Prison CAJ/MSA/JUD/001/573/ 2024-SAK	Group/Org anization	Judiciary	No	Maladministrati on	The Commision received Various complaints from inmates of Hindi Prison against the judiciary regarding their cases pending before the law courts. The Complaint was resolved on the Commission's intervention	File Closed
26.	Anonymous Advocate CAJ/NHRR/JUD//001/9/ 24-MK	Male	Judiciary	No	Delay	The Complainant alleged that after opening the High Court in Ol Kalou, some succession matters were transferred there for resolution. However,	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						upon transfer, the files could not be allocated new numbers due to a system issue and hence they were not able to file new pleadings. Upon our intervention, the files were returned to Nyahururu for resolution. The Complaint was resolved on the Commission's intervention.	
NATIONAL POLICE SERVICE							
27.	Emilly Aton Ebei CAJ/ELD/POL/015/216/ 24-FL	Female	National Police Service	No	Administrative Injustice	The Complainant alleged that police officers attached to Ng'arwa police station, Uasin Gishu County declined to give them an OB Number following an assault complaint that he reported at the station on 24/3/2024 that was occasioned by people known to him. The complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
28.	ABUBAKAR SAID CAJ/GSA/NPS/015/10/24-AH	Male	National Police Service	No	Corruption	The complainant alleged that he reported a matter to the Wajir police station, and that officers asked for KES. 1000 pay a bribe for any service. We asked the complaint was referred to the Ethics and Anti Corruption Commission.	File Closed
29.	Mwanasha Mohamed Famau CAJ/MSA/POL/015/531/2024 -EM	Female	National Police Service	No	Delay	The Complainant alleged that she was assaulted by a person known to her and her hand was chopped off by one person named Bausi Majid. The suspect went to Saudi Arabia (Qatar) and has never been arrested or held accountable. Further, there has been no effort to have him extradited. The Complaint was resolved on the Commission's intervention.	File Closed
30.	Abdinoor Mohamed Osman CAJ/MSA/POL/015/541/2024-SAK	Male	National Police Service	No	Unresponsive Official Conduct	The Complainant alleged that he reported a matter to Central Police Station Mombasa on 23rd June 2023 under O/B No. 34/23/06/2023 of obtaining money by false pretenses but that the police failed to take action. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
31.	Purity Ishika Mwakaba CAJ/MSA/POL/015/525/ 2024-AK	Female	National Police Service	No	Unresponsive Official Conduct	<p>The Complainant alleged that her four sisters aged 4years, 13 years, 16 years and 20 years have been assaulted and sexually harassed by their biological father while their mother watched at their home in Mwatate in Taita Taveta County and has failed to support the children to get assistance at Mwatate Police Station due tofear.</p> <p>further stated that she had sought help from the children's office Mwatate but in vain. The Complaint was resolved on the Commission's intervention.</p>	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
32.	Francis Gitau CAJ/NPS/015/4385/24-SCK	Male	National Police Service	No	Abuse of Power	The Complainant alleged that the DCI based in Kawira has refused to surrender his documents that they are holding as they have told him that they are awaiting an ongoing matter in court on grounds that the matter is yet to be concluded. The Complaint was resolved on the Commission's intervention.	File Closed
33.	Gideon N. Mutua Nyile CAJ/DCI/015/4388/24-SK	Male	National Police Service	No	Delay	The Complainant alleged delay by the DCIO Bomet in investigating a matter he reported at Bomet Police Station vide OB Number 26/17/8/23. The Complaint was resolved on the Commission's intervention.	File Closed
KENYA PRISONS SERVICE							
34.	Samuel Chege CAJ/PRI/002/180/24-MD	Male	Kenya Prisons Service	No	Manifest Injustice	The Complainant, a prison officer at Nairobi West Prison, alleged that he had an end-stage renal; disease patient in need of lifelong dialysis and that KPS had not remitted NHIF deductions and as a result, his dialysis sessions were not approved. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
35.	Ibrahim Mwita HUD/GPO/PRI/002/12/24-SCK	Male	Kenya Prisons Service	No	Administrative Injustice	The Complainant alleged that he is a prisons officer Stationed at the Nairobi West prison and that he is appealing for a three months' medical sick leave through letters but has not been given. The Complaint was resolved on the Commission's intervention.	File Closed
36.	Geoffrey Kioko Lwaya CAJ/PRI/002/173/2024-MD	Male	Kenya Prisons Service	No	Unfair Treatment	The complainant alleged that he was transferred from Yatta G.K prison to Makeni Remand in March 2022. The transfer signal indicated that he was entitled to a transfer and hardship allowance. The Complaint was resolved on the Commission's intervention.	File Closed
OFFICE OF THE PUBLIC TRUSTEE							
37.	Jacton Mwaniki CAJ/PT/001/2720/24-WK	Male	Office of the Public Trustee	No	Delay	The Complainant alleged delay in processing benefits of his late father's estate Mr. Samuel Njuki Njeru. The complainant was paid the benefits upon follow-up by the Commission.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA POWER AND LIGHTING COMPANY							
38.	Maky Nuru CAJ/ISI/M.ENE/021/012/24 - MBA	Female	Kenya Power and Lighting Company	No	Inefficiency	The Complainant alleged that she applied for a pre-paid meter and she was issued with a meter no. 92104628018. That she used the said meter number until 16th February 2024 when the Respondent's officials visited her premises and disconnected her meter on grounds that it was registered under Garbatulla Sub-County instead of Isiolo North Sub-County. She was aggrieved that she would	File Closed
39.	Saul Masero Edward CAJ/KPLC/021/702/2024-KC	Male	Kenya Power and Lighting Company	No	Delay	The complainant alleged delay by the Repondent's Kakamega branch to install 7 electricity pre-paid meters at his rental premises since May 2023. The complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
40.	Mike Samia CAJ/KPC/021/691/24- JMM	Male	Kenya Power and Lighting Company	No	Unresponsive Official Conduct	The complainant alleged that he made a report on damaged pole that is about to fall in Siaya County, Kaugagi location. The pole is infected with anthills and the report was made in March 2023.He has made several follow ups without success. The Complaint was resolved on the Commission's intervention .	File Closed
41.	Daisy Cherotich CAJ/KPLC/021/697/24- MD	Female	Kenya Power and Lighting Company	No	Inefficiency	The Complainant alleged that she is the holder of meter number 54605408837 located near Kapnyasimba Primary School and the meter became ineffective on 23rd January 2023. She complained to the respondent's office in Sotik and no remedial action had been taken. She sought the Commission's intervention for a remedial action. The matter was resolved through the Commission's intervention	File Closed
42.	Kimari Okongo CAJ/KPLC/021/688/24- SCK	Male	Kenya Power and Lighting Company	No	Delay	The complainant alleged that he made an application for a meter at the KPLC Limuru offices and that the matter has been pending for a period of two years. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
43.	Mohamed Afzal CAJ/KPLC/021/689/24-SK	Male	Kenya Power and Lighting Company	No	Delay	The Complainant alleged delay by the Respondent to furnish him with a copy of Statement of Account for Account Number 13831845 from January 2023 to January 2024. The Complaint was resolved on the Commission's intervention.	File Closed
NATIONAL REGISTRATION BUREAU							
44.	Susan Muthoni ISI/HUD/M.IGC/062/015/24 - KWK	Female	National Registration Bureau	No	Delay	The Complainant alleged delay in issuance of an identity card to her son one Mr. Kaimenyi despite submitting requisite documents. The matter was resolved.	File Closed
45.	Mumbe Daudi CAJ/NRB/062/1510/2024-KC	Female	National Registration Bureau	No	Delay	The Complainant alleged delay at the National Registration Bureau, Westland's Sub County office to process her application dated 6th November 2023 for ID replacement. Despite follow up, she was informed that the printing machine had broken down. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
46.	Nahshon Eloiloi Ekal CAJ/ELD/M.IG.C/062/16 1/24-FL	Male	National Registration Bureau	No	Unresponsive Official Conduct	The Complainant alleged failure by the National Registration Bureau, Turkana County to address his application of change of name in his identification card from Samuel Eldau Eloiloi to Nahashon Eloiloi Ekal.	File Closed
47.	ABDIFATAH MURSAL DEAS CAJ/GSA/N.RB/021/3/2 3-AH	Male	National Registration Bureau	No	Delay	The complainant alleged that he had applied for a national ID Card in 2017 and is yet to be issued with any. He claims that he was erroneously registered as a refugee when he was about 15 years of age despite the fact that he was born in Kenya. The Complaint was resolved on the Commission's intervention	File Closed
48.	HASSAN SALAT YUSSUF CAJ/GSA/NRB/003/13/2 4	Male	National Registration Bureau	No	Delay	The complainant alleged that he had applied for ID on the 20th of April 2023 and was issued with a waiting card but despite several follow ups, he was not issued with any. The Commission intervened and got a response that the applicant is a registered refugee hence his ID could not be processed. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
49.	MOHAMED ABDI AHMED CAJ/GSA/NRB/003/23/2 4-AH	Male	National Registration Bureau	No	Delay	The complainant alleged that he applied for ID card in 2013 and was issued with it. He lost the same and obtained police abstract and applied a replacement. He has since applied for three times without any success. The Commission wrote to the registration office for clarification. The Complaint was resolved on the Commission's intervention	File Closed
50.	LEYLA MOHAMED DAUD CAJ/GSA/NRB/003/29/2 4-AH	Female	National Registration Bureau	No	Delay	The complainant alleged that she applied for a national ID card on the 5th of October 2023 and was issued with a waiting card. Despite numerous checks, she did not receive her ID card. The Complaint was resolved on the Commission's intervention	File Closed
51.	ISMAIL HASSAN ABDI CAJ/GSA/NRB/003/01/2 3-AH	Male	National Registration Bureau	No	Delay	The complainant alleged that he had applied for an ID card in 2018 and there has been an inordinate delay in issuance of the same. numerous checks, he did not receive her ID card. The complainant was notified of the same. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
52.	NIMO MOHAMED SAID CAJ/GSA/NRB/003/28/24-AH	Female	National Registration Bureau	No	Delay	The complainant alleged that she lost her national ID and applied for a replacement but is yet to be issued with one. The Complaint was resolved on the Commission's intervention .	File Closed
53.	ISSAK MORASOW MAALIM CAJ/GSA/NRB/003/15/24-AH	Male	National Registration Bureau	No	Delay	The complainant alleged that his first national ID card was issued in 1996 and has a "00" serial number. The complainant further alleges that he cannot access WFP humanitarian services because his ID is not recognised. The complainant could not be reached through the contact provided in the complaint form.	File Closed
54.	William Sialuma Analo CAJ/NRB/003/446/24-SK	Male	National Registration Bureau	No	Inefficiency	The Complainant alleged delay in issuance of a National Identity Card for complainant's son which he applied for in January 2024. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL TRANSPORT AND SAFETY AUTHORITY (NTSA)							
55.	Job M Kavoya CAJ/NTSA /004/568/2024-KC	Male	National Transport and Safety Authority(NTSA)	No	Unresponsive Official Conduct	The Complainant alleged that he made an application for reflective number plate but that the Respondent failed to respond to his application. The matter was resolved on the Commission's intervention.	File Closed
56.	Jacob Olang'o Onyango CAJ/ELD/NTSA/004/19/24-FL	Male	National Transport and Safety Authority(NTSA)	No	Unresponsive Official Conduct	The Complainant alleged that National Transport Safety Authority (NTSA) have failed to issue him with the new generation number plate that he applied for in June 2023 despite his follow ups. The complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
57.	Sam Nyangu CAJ/NTSA/04/569/24 – FN	Male	National Transport and Safety Authority(NTSA)	No	Inefficiency	The Complainant alleged that the Respondent failed to issue the complainant with a driver's license since February 2023 and upon follow up he was informed that the same was as a result of erroneous archiving by NTSA at the time of migrating the systems to a new platform. transcript, she was denied the same on allegations that she had not paid remedial fees. The Complaint was resolved on the Commission's intervention.	File Closed
58.	Anastancia Apondi Olango CAJ/KSM/NTSA/004/37/24-AO	Female	National Transport and Safety Authority(NTSA)	No	Delay	The Complainant alleged delay in issuance a reflective plate for Motor vehicle despite payment of requisite fees and issuance of application number RP-V7JFOWPV. CMC CRC. No 516 of 2023. The Complaint	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
59.	Alfred Kemei CAJ/NTSA/004/584/24-SCK	Male	National Transport and Safety Authority(NTSA)	No	Inefficiency	The Complainant alleged he was using the old generation driving license but upon renewal he was issued a new one which lacked classification. Complainant alleged to have visited NTSA-Eldoret offices who referred him to NTSA headquarters. He was only reinstated to class C and was advised to go with the original receipt of KRA for class BCE and Artic M/V. Complainant alleges he had lost the receipt and so was advised to get an affidavit of which he did. He took all the relevant documents to NTSA office on 3/04/2024 and was advised to check online, but nothing has been done to date. The Complaint was resolved on the Commission's intervention	File Closed
COUNTY GOVERNMENT OF VIHIGA							
60.	Public Procurement Regulatory Authority CAJ/CG/VIHIGA/098/26/24-JMM	Group/Organization	County Government of Vihiga		Delay	The Public Procurement Regulatory Authority wrote to the County Government of Vihiga to pay a supplier who had supplied some services and was yet to be paid.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYATTA UNIVERSITY							
61.	Quielly Mumbi CAJ/KU/013/2663/24-KC	Female	Kenyatta University	No	Delay	The complainant alleged delay by the Respondent Mombasa Campus to process and refund Kshs 3327.50 paid as deposit for accommodation during her attachment period in May 2023. The complaint was resolved on the Commission's intervention	File Closed
62.	Quielly Mumbi CAJ/MSA/KU/013/168/2023-SAK	Female	Kenyatta University	No	Delay	The Complainant alleged that she is the respondent's student and that the Respondent provided the complainant with accommodation during her attachment period around May 2023. However, upon seeking a refund of her deposit Kshs 3500, she was advised that it would be processed within 3 months but this has not been adhered to. The Complaint was resolved on the Commission's intervention.	File Closed
MINISTRY OF LABOUR AND SOCIAL PROTECTION							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
63.	Fatma Bhai Osman Mohamed o/b Dawood Bhai CAJ/M.LAB/017/892/20 24-KC	Female	Ministry of Labour and Social Protection	No	Delay	The Complainant alleged delay by the Ministry of Labour- Industrial Area office to address a labour grievance lodged by her husband- Dawood Bhai who used to work at Timwood Production Limited as a sales manager for 40 years but was dismissed without notice and his benefits withheld. The complaint was resolved on the Commission's intervention.	File Closed
64.	Mercy Kigen CAJ/ELD/NCPWD/111/4 /24-FL	Female	Ministry of Labour and Social Protection	No	Delay	The Complainant alleged delay by National Council for Persons with Disabilities (NCPWD) to issue her son's disability card which she applied for in March 2024. The Complaint was resolved on the Commission's intervention.	File Closed
65.	Fredrick Shikuku CAJ/ELD/M.LAB/017/60 /24-EK	Male	Ministry of Labour and Social Protection	No	Unresponsive Official Conduct	The Complainant alleged failure by the Uasin Gishu County Labour Office to update him on the outcome of his complaint against Admiral Security Services on unpaid dues which he lodged in February 2024. The	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						Commission took up the same and he was notified.	
66.	Francis Juma Chisaina CAJ/ELD/NFDK/094/2/2 4- EK	Male	Ministry of Labour and Social Protection	No	Delay	The Complainant alleged delay by the Uasin Gishu County Social Development Office to address his complaint on unpaid dues owed from the national safety net Program-Cash Transfer for Persons with Severe Disabilities. The complaint was resolved on the Commission's intervention.	File Closed
MINISTRY OF HEALTH							
67.	Habiba Chepchumba Abdi CAJ/ELD/MOH/012/28/ 24-EK	Female	Ministry of Health	No	Unresponsive Official Conduct	A complaint on allegations failure by the Kapsabet Referral Hospital, Nandi County to issue her with her medical report arising from treatment on injuries sustained as a result of a road traffic accident. The complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
68.	Nicholas Shukuru CAJ/M.HEA/012/664/24-FN	Male	Ministry of Health	No	Unfair Treatment	The Complainant alleged that the respondent was scheduled for a transfer despite the complainant's health and disability. The Ministry rescinded the transfer. transcript, she was denied the same on allegations that she had not paid remedial fees. The Complaint was resolved on the Commission's intervention.	File Closed
69.	CAJ CAJ/OM/7/244/24-IK	Group/Organization	Ministry of Health	No	Inefficiency	The suo moto complaint relates to allegations acute shortage of essential vaccines in public hospitals. It was resolved on the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF UASIN GISHU							
70.	Bernard Munina CAJ/ELD/CG/UG/066/4 1/24-FL	Male	County Government of Uasin Gishu	No	Abuse of Power	The Complainant alleged that the enforcement Officers attached to the County Government of Uasin Gishu failed to return his confiscated tool of trades following his arrest on 13/2/2024. The complaint was resolved on the Commission's intervention	File Closed
COUNTY GOVERNMENT OF NAKURU							
71.	Sammy Wairimu Mwaniki CAJ/CG/NAKURU/063/3 4/24-FN	Male	County Government of Nakuru	No	Delay	The Complainant alleged that the Respondent has failed to approve the complainant's architectural plan for a building he is constructing within Nakuru County. The Complaint was resolved on the Commission's intervention.	File Closed
DEPARTMENT OF IMMIGRATION							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
72.	Sammy Wanyate CAJ/ELD/M.IGC/062/15 9/24-FL	Male	Department of Immigration	No	Delay	The Complainant alleged that the State Department for Immigration has delayed to issue him with a passport for his daughter which he applied for on 11/12/2023 via Tracking Number 1610136188. The Complaint was resolved on the Commission's intervention	File Closed
73.	Ibrahim Hilole CAJ/M.IGC/062/1514/2 4-SK	Male	Department of Immigration	No	Delay	The Complainant alleged delay in issuance of a Kenyan Passport to the complainant applied for on 8th March 2023 and assigned Tracking Number 111260688. The Complaint was resolved on the Commission's intervention.	File Closed
74.	AMIRA MUSE SANTUR CAJ/GSA/M.IMM/062/0 04/23-AH	Male	Department of Immigration	No	Delay	The complainant alleged that he applied for a passport in 2022 and is yet to receive her passport. He was asked to furnish copies of supporting documents. The Complaint was resolved on the Commission's intervention.	File Closed
75.	MUHUMED ABDULLAHI CAJ/GSA/I.MM/003/09/ 24-AH	Male	Department of Immigration	No	Delay	The complainant alleged that he had applied for a passport in 2007 and is yet to receive any. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
76.	ABDIHAKIM MUSTAFA SHEIKH CAJ/GSA/IMM/003/12/24-AH	Male	Department of Immigration	No	Delay	The complainant alleged that he applied for a passport in February 2023. He made payment and did the biometrics. His E-citizen status read biometrics not taken despite having done the same. The Complaint was resolved on the Commission's intervention.	File Closed
77.	ALLAN KIPCHUMBA KOECH CAJ/IMM/062/436/24-MD	Male	Department of Immigration	No	Delay	This Complaint was identified suo moto from the Daily Nation. The Complainant alleged delay in the processing of his passport having paid the requisite statutory fees. He sought the intervention of any state agency to acquire his passport. The Passport complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
78.	Anastancia Apondi Olango CAJ/KSM/IMM/062/206/24-AO	Female	Department of Immigration	No	Delay	The Complainant alleged delay in issuance of passport despite payment of requisite fees and issuance of tracking number EPP1-MOTAZLOY. CMC CRC. No 516 of 2023. The Complaint was resolved on the Commission's intervention.	File Closed
79.	Saadia Mohamed Abdullahi CAJ/IMM/003/443/24-SCK	Female	Department of Immigration	No	Delay	The complainant alleged that she applied for her passport and was issued with an application Number, but that after fulfilling all conditions, the passport has delayed. The Complaint was resolved on the Commission's intervention.	File Closed
CIVIL REGISTRATION SERVICE							
80.	MOHAMED ABDI AHMED CAJ/GSA/CRS/001/01/23-AH	Male	Civil Registration Services	No	Delay	The complainant alleged that his child was born in 2020 and was given a birth notification but yet to be issued with the certificate. The Complaint was resolved on the Commission's intervention .	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
81.	ABDI ABDULLAHI KULOW CAJ/GSA/CRS/001/09/24-AH	Male	Civil Registration Services	No	Unfair Treatment	The complainant alleged that he cannot get a birth certificate because the CRS office in Wajir asked him to bring his parents' death certificate which he did not have. On intervention, the Commission learnt that the complainant had different names for parents. The complainant was required to bring the correct order of names and their identity documents.	File Closed
82.	Maxwell Onyango CAJ/MSA/IGC/062/367/2024-EM	Male	Civil Registration Services	No	Inefficiency	The Complainant alleged that he applied for the birth certificate for their child, it came without his name as the father, and the child's name was also incorrect. Upon attempted to rectify the matter, he was advised they would need proof of marriage and several other documents to have the matter sorted. The complainant and the mother of his child and himself are not legally married so unable to produce the documents. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
STATE LAW OFFICE							
83.	RICHARD SIMIYU CAJ/ELD/AG/000/59/24 -EK	Male	State Law Office	No	Delay	The Complainant alleged delay by the Registrar of Societies to effect the registration of 'Valid Dreams Mentorship Society' which application he made on 29/5/2023. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN DEVELOPMENT							
84.	PENINA WANJIRU NDUNG'U CAJ/ELD/M.LAN/022/11 3/24-MM	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Administrative Injustice	The Complainant alleged failure by her neighbour to comply with the boundary dispute decision of the Narok Lands office issued on 13/2/2024 in CIS/MARA KISISIRI / 414. The Complaint was resolved on the Commission's intervention	File Closed
85.	OKETCH AHOLI NGANYI HUD/KAK/M.WR/007/1/ 24-WT	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	The Complainant alleged that he retired from the service of the State Department for Public Works with effect from 11th November 2015 and he subsequently initiated the necessary clearances and submitted his documents for the purpose of processing his pension. That the State Department failed to process his file and forward it to the Pensions Department for the purpose of computation of his pension. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
86.	ANONYMOUS CAJ/HUD/KWA/M.LAN/ 022/22/2024-SAK	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Inefficiency	The complainant alleged that she is a public officer based in Kwale County. She took possession of the government house in October 2023 but that the the Ministy was yet to start effecting the rent deductions. The Complaint was resolved on the Commission's intervention.	File Closed
87.	CAJ CAJ/OM/7/245/2024-IK	Group/Org anization	Ministry of Lands, Public Works, Housing and Urban Development		Unresponsive Official Conduct	The suo moto complaint relates to allegations on poor service delivery at the Embu Land Registry and pervasive corruption within the registry. It was resolved on the Commission's mandate.	File Closed
MINISTRY OF EDUCATION							
88.	Gladys Rotich Chepkemoi CAJ/ELD/MOE/013/142/ 24-FL	Female	Ministry of Education	No	Delay	The Complainant alleged that the Principal Secretary State Department of Basic Education had delayed to address her complaint on administrative injustice against the Principal Mogoiywet "B Secondary School, Bomet County for his failure to admit Amos Kiprono to school on grounds that Form Four Students are borders despite the school being a day school. The student was admitted following the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
89.	Simon Kamau Wainaina CAJ/M.EDU/013/2656/2 4-MD	Male	Ministry of Education	No	Delay	The Complainant alleged that he paid Kshs. 20,000.00 on 11th January 2024 as school fees for his daughter who never reported to that school. He sought a refund from the school which was unsuccessful. The Complaint was resolved on the Commission's intervention.	File Closed
90.	Karisa Kenga Karisa CAJ/MSA/M.EDU/013/1 71/2024- EM	Male	Ministry of Education	No	Unresponsive Official Conduct	The Complainant alleged that he applied for a bursary for his son from Kilifi North CDF which was disbursed to Sokoke Boys High School. However, at the time the funds were received, the student was taken to another school (Mnarani Secondary School). The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA REVENUE AUTHORITY							
91.	Susan Abukuse CAJ/KRA/000/1579/24 – FN	Female	Kenya Revenue Authority	No	Unfair Treatment	The Complainant alleged that the Respondent unfairly deducting the complainant's allowance under the Inua Jamii Program deposited in his KCB Bank Account as a result of allegedly unpaid rent income tax and he is a person living with disability. transcript, she was denied the same on allegations that she had not paid remedial fees. The Complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
92.	Dorise Muthoni Mwangi CAJ/KRA/000/1575/24-SK	Female	Kenya Revenue Authority	No	Delay	The Complainant alleged delay by the Respondent in processing the complainant's claim for Tax refund amounting to Kshs. 134,601. The Complaint was resolved on the Commission's intervention.	File Closed
KENYA RURAL ROADS AUTHORITY (KERRA)							
93.	Anonymous CAJ/KERRA/006/247/24 – FN	Unkown	Kenya Rural Roads Authority (KERRA)	No	Unfair Treatment	The Complainant alleged unfair treatment in the recruitment process by KERRA conducted in May 2023. The Complainant was referred to the relevant authority.	File Closed
BUKURA AGRICULTURAL COLLEGE							
94.	William Aseka Nandwa CAJ/BUK.AGR/013/2629 /24 – FN	Male	Bukura Agricultural College	No	Unfair Treatment	The Complainant alleged that the Respondent refused to reinstate the complainant who was dismissed on 15th October 2021, however, the issues he now raises were not included in his appeal of 2nd December 2021 and are therefore overtaken by time and events	File Closed
GARISSA WATER AND SEWERAGE COMPANY							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
95.	MOHAMED HUSSEIN GUYO CAJ/GSA/092/13/23-AH	Male	Garissa Water and Sewerage Company	No	Unfair Treatment	The complainant alleged that his provident fund was not paid upon exit from the company. He further alleged that numerous follow ups on the issue went unanswered. The Complaint was resolved on the Commission's intervention	File Closed
KENYA NATIONAL HIGHWAY AUTHORITY (KENHA)							
96.	CAJ CAJ/OM/7/247/24-IK	Group/Organization	Kenya National Highway Authority (KENHA)	No	Inefficiency	The suo moto complaint relates to neglected and deplorable footbridges across the country. It was resolved on the Commission's intervention.	File Closed
97.	CAJ CAJ/OM/7/235/24-IK	Group/Organization	Kenya National Highway Authority (KENHA)	No	Unresponsive Official Conduct	The suo moto complaint relates neglect of pedestrian tunnel connecting Nairobi Main Campus and Chiromo Campus. It was resolved on the Commission's mandate.	File Closed
98.	Yussuf Wambua Ojara CAJ/KENHA/004/571/24-SK	Male	Kenya National Highway Authority (KENHA)	No	Delay	The Complainant alleged that the Respondent delayed in paying the complainant Kshs. 114,408/- pursuant to a contract for supply of goods under LPO Number 12213. The Complaint was resolved on the Commission's intervention	File Closed
MOMBASA WATER SUPPLY AND SANITATION COMPANY							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
99.	CAJ CAJ/OM/239/2024	Group/Organization	Mombasa Water Supply and Sanitation Company Ltd.	No	Unresponsive Official Conduct	The suo moto complaint relates to delayed payment of retirement benefits to former employees of Mombasa Water Supply & sanitation Co. LTD. It was resolved on the Commission's intervention.	File Closed
100.	Sidhra Sheikh CAJ/MSA/M.WAT/009/31/2024-EM	Female	Mombasa Water Supply and Sanitation Company Ltd.	No	Unresponsive Official Conduct	The Complainant alleged prolonged disruption of water supply in Baharini Estate, Portreitz. That the problem originated when employees of Mombasa Water came to disconnect water supply to some neighbouring houses due to a billing dispute and since then she has been deprived of water supply. Numerous attempts to have the matter addressed have been futile. That moreover, the Baharini Estate premises are equipped with two water meters for which residents consistently pay substantial water bills whether there is water or not. The Complaint was resolved on the Commission's intervention.	File Closed

SACCO SOCIETIES REGULATORY AUTHORITY (SASRA)

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
101.	Jackson Ndegwa CAJ/SASARA/025/195/24-JMM	Male	Sacco Societies Regulatory Authority (SASRA)	No	Inaction	The Complainant alleges that he is a member of Sauti SACCO Society. On 19th November 2021, he then lodged a complaint of rampant corruption within the SACCO with your office but he has not received any response to date. The Complaint was resolved on the Commission's intervention.	File Closed
KENYA UNIVERSITIES AND COLLEGES PLACEMENT SERVICES (KUCCPS)							
102.	Muhammad Fahiyeh Sadyq CAJ/KUCCPS/013/2658/24-JMM	Male	Kenya Universities and Colleges Placement Service	No	Unresponsive Official Conduct	The complainant alleged that he applied for an admission through the KUCCPS portal and paid KShs 1,500. The system shows invalid code and therefore unable to proceed further. He has raised this issue with KUCCPS without any success. The Complaint was resolved on the Commission's intervention.	File Closed
MASENO UNIVERSITY							

103.	Collins Kipkorir CAJ/KSM/MSNNI/013/42 5/24-WT	Male	Maseno University	No	Unfair Treatment	<p>The Complainant alleged that the Respondent unfairly imposed higher fees on him as opposed to what was in the fee statement. He is a student at Maseno University No. FAN/00071/023 pursuing Bachelor of Science (Animal Science, with IT), Department of Agriculture and was in 2nd Semester of his first year education. That upon joining the University in September 2023, he paid Kshs. 5,000 and later received HELB loan and other scholarships and grants of Kshs. 18,360, Kshs. 24,480 and Kshs. 67,600 – all totaling Kshs. 115,440. That he was issued with a fee statement indicating that he is required to pay Kshs. 342,600 for his first year education instead of Kshs. 275,000 approved in the fee structure. He was thus required to pay a balance of Kshs. 227,160 instead of 159,560. An inquiry was issued to the University who responded explaining the discrepancy and that the Kshs. 67,600 was not a scholarship, but an invoice to the student upon his request for interfaculty transfer was approved. The response was forwarded to the complainant for a rejoinder, but he did not rebut the same.</p>	File Closed
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No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
BUSIA COUNTY WATER PUBLIC SERVICE BOARD							
104.	Collins Shikuku Wanjala & Apale Mary Levinah CAJ/KSM/CG/BUSIA/05 2/9/24-WT	Group/Organization	Busia County Water Public Service Board		Administrative Injustice	The Complainants alleged that they were appointed by the Busia County Public Service Board as Deputy Director – Public Communications and Deputy Director – Culture & Social Services respectively vide letters of appointment dated 17th January 2024 and they reported to their respective departments on 15th February 2024. However, on 17th February 2024, they received phone calls from the County Public Service Board informing them that their letters of appointment would be recalled, but no reasons were given for this adverse action. An inquiry was issued and the respondent provided a response which was not rebutted by the complainant.	File Closed
KENYA NATIONAL EXAMINATION COUNCIL							
105.	Sammy Cheruiyot Kori CAJ/KNEC/013/2640/24 -MD	Male	Kenya National Examination Council (KNEC)	No	Delay	The Complainant alleged that he was an examination official in the 2023 examinations and was not paid for the services offered. The complainant was	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						paid following the Commission's intervention.	
HIGHER EDUCATIONS LOANS BOARD							
106.	Francis Nyahage CAJ/HELB/013/2668/24- MD	Male	Higher Education Loans Board	No	Delay	The Complainant alleged that he had made a payment to HELB of Kshs. 25,566.00 on 12th January 2024 and had not been reflected. The Complaint was resolved on the Commission's intervention.	File Closed
PUBLIC OFFICER							
107.	Margaret Njeri Likimani CAJ/P.O/047/720/24- MD	Female	Public Officer	No	Unlawful Official Conduct	The Complainant alleged that the Chief Kipkonyo Location altered beacons of her parcel of land and awarded the Complainant's neighbor a quarter of an acre from her parcel. The Commission contacted the Chief who said he would place back the beacons. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
108.	Kihu Gitonga Peter CAJ/NHRR/PO/047/23/24-MK	Male	Public Officer	No	Unresponsive Official Conduct	The Complainant alleged that he was allocated a house but he county and deductions were not being made on his payslip. The Complaint was resolved on the Commission's intervention.	File Closed
NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY (NEMA)							
109.	Karsis Yiapan CAJ/NEMA/038/213/24-SK	Male	National Environment Management Authority (NEMA)	No	Delay	The Complainant alleged delay by the Respondet's Narok Office in addressing a complaint he lodged regarding noise pollution emanating from a Church adjacent to his home. The Complaint was resolved on the Commission's intervention.	File Closed
TEACHERS SERVICE COMMISSION							
110.	Joshua Mbiti Syengo CAJ/TSC/013/2700/24-WK	Male	Teachers Service Commission	No	Unresponsive Official Conduct	The complainant alleged that he did not receive his January 2024 salary yet he worked. That this was due to the salary being sent to the wrong bank account. The error was corrected and the complainant was paid his salary.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
111.	Dyllis Kawira CAJ/ISL/M.EDU/13/56/2 4-KWK	Female	Teachers Service Commission	No	Manifest Injustice	The Complainant, a teacher at Ntempesi Primary School in Samburu East Sub-County, alleged that she suffered from diabetes and high blood pressure, and that on several occasions she unsuccessfully, sought transfer from Samburu County to Meru County due to her illness to enable her access specialist care. She also alleged that the school head teacher had severally denied her leave to go to hospital. Matter was resolved.	File Closed
112.	Johnstone Wanyonyi Tawai CAJ/TSC/013/2688/2024 -KC	Male	Teachers Service Commission	No	Delay	The complainant alleged delay and/or non-payment of pension arrears pursuant to Nakuru HCCC No. 65 of 2006- Simon P. Kamau & 19 Others v Teachers Service Commission. He claimed to have retired from teaching service effective 1st January 2003 while working at Sikalame S.A Primary school in Bungoma county before his retirement. The complaint was resolved on the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
113.	Vincent Kiptoo Ngetich CAJ/ELD/TSC/013/143/2 4-EK	Male	Teachers Service Commission	No	Delay	The Complainant alleged delay by TSC to address his complaint on unpaid salary arrears amounting to Kshs.64,000/= following an anomaly in the computation of his dues. The complaint was resolved on the Commission's intervention	File Closed
114.	Cyrill Khasiahi CAJ/ELD/TSC/013/146/2 4-FL	Male	Teachers Service Commission	No	Delay	The Complainant alleged that the Respondent delayed to address their complaint on unpaid burial benevolent fund owed to the estate of Eugline Andoli by Minet Insurance Company. The same was settled following the Commission's intervention.	File Closed
115.	Duncan Ngatia Kaguru HUD/NYERI/TSC/013/249 /24- FN	Male	Teachers Service Commission	No	Unresponsive Official Conduct	The Complainant alleged that the Respondent failed or refused to promote the complainant who retired in 2003 but the promotions were effected in 2003. The complainat was advised that there was no maladministration form the Respondent.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
116.	Joshua Anditi Owiti CAJ/KSM/TSC/M.EDU/1 3/28/24-WT	Male	Teachers Service Commission	No	Delay	The Complainant alleged that the Teachers Service Commission had delayed to adjust his salary entitlements after he was appointed to the post of Secondary Teacher II (T-Scale7) Grade C2 and deployed to Junior Secondary School to teach History/Geography at Kanyangaya Primary School in Seme, Kisumu County in March 2023. His employment number is TSC No. 538288. CMC CRC. No 516 of 2023. The Complaint was resolved on the Commission's intervention.	File Closed
117.	Nimrod J. Mwakitwa Mrashui CAJ/HUD/WND/TSC/01 3/9/2024-SAK	Male	Teachers Service Commission	No	Outside Mandate	The Complainant alleged that he has been living with bipolar disorder and considers himself a PWD due to his conditions. He was retired on age grounds in February 2024 and wishes to have the retirement reviewed as a PWD. Further, he be compensated for any loss as he wasn't considered a PWD by his employer TSC for his years in service. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
118.	Lilian Wasai Madoka CAJ/MSA/TSC/013/177/ 2024-EM	Female	Teachers Service Commission	No	Delay	The Complainant alleged that she is a retired teacher TSC No. 213050 who retired in July 2023, but to date is yet to receive any of her retirement dues. The Complaint was resolved on the Commission's intervention.	File Closed
119.	Irungu Gathii Lucy CAJ/NHRR/M.EDU/13/2 0/24 – M.K	Male	Teachers Service Commission	No	Manifest Injustice	The Complainant alleged that her late husband TSC 315885 Pension Number 379870 owed TSC Kshs. 450,023.00 which amount was disputed. TSC however went ahead and did double deduction of the amount from her late husband's pension and UNISON SACCO dues/Shares. Upon our intervention, she was refunded the money. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
120.	Reuben Kipkemboi Kimutai CAJ/ELD/TSC/013/141/2 4-FL	Male	Teachers Service Commission	No	Administrative Injustice	A complaint on allegations of dissatisfaction with the decision of TSC redeploying him as a Deputy Principal despite having served as a principal on grounds that his job grade D1 does not qualify for substantive appointment as a principal. The complainant advised as the remedy to the matter should be sought at the Employment and Labour Relations Court	File Closed
121.	CAJ CAJ/OM/7/246/24-IK	Group/Org anization	Teachers Service Commission	No	Unfair Treatment	The suo moto complaint relates to the issue of Junior Secondary School Teachers engaged by Teachers Service Commission as interns on unfair terms of employment. The same was addressed by the court.	File Closed

THE NATIONAL TREASURY AND ECONOMIC PLANNING

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
122.	Anthony Kaimba CAJ/ELD/KPLC/021/29/ 24-FL	Male	The National Treasury and Economic Planning	No	Delay	The Complainant alleged that the Respondent had delayed to supply and install electricity meters in his late father's property since 27/1/2023 despite paying the requisite fee of Kshs. 72,259/= and the follow ups thereto. The complaint was resolved on the Commission's intervention.	File Closed
123.	David Mukundi CAJ/ELD/PEN/000/63/2 4-EK	Male	The National Treasury and Economic Planning	No	Delay	The Complainant alleged delay by the pension department to settle pension dues owed to him or update him on the position of the same. The complaint was resolved on the Commission's intervention	File Closed
124.	James Mathenge King'ori CAJ/ELD/PEN/000/58/2 4-EK	Male	The National Treasury and Economic Planning	No	Administrative Injustice	The Complainant alleged dissatisfaction on the paid pension dues owed to him by the Pension Department following the computation of the Job Group upgrade that had been effected by his employer w.e.f 1/7/2003 until his retirement on 1/2/2004. The same was settled following the Commission's intervention	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
125.	Francis Ngunjiri Wanjohi CAJ/ELD/PEN/000/60/24-FL	Male	The National Treasury and Economic Planning	No	Unresponsive Official Conduct	The Complainant alleged that the Pensions Department has failed to furnish an authorization letter to enable him access funds held in ABSA Bank in pension dues sent as pension for his deceased wife-Catherine Kegeha Ngunjiri. The same was settled following the Commissio's intervention	File Closed
126.	Simon Kipkerio Singoei CAJ/ELD/PEN/000/64/24-FL	Male	The National Treasury and Economic Planning	No	Delay	The Complainant alleged that Pensions Department has failed to settle dues owed to him from the 1997 retired teachers ruling in Nakuru High court Civil Case Number 65 of 2006. The same was settled following the Commission's intervention.	File Closed
MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION							
127.	Jonah Koros Kapkiai CAJ/ELD/M.IGC/062/156/24-FL	Male	Ministry of Interior and National Administration	No	Abuse of Power	The Complainant alleged that the Chief Kapropeter Location and Assistant Chief Sakasak Sub Location, Salawa Division, Baringo County have unlawfully used their power to confiscate his water irrigation pipes. The same was settled following the Commissio's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
128.	Nahshon Eloilo Ekal CAJ/ELD/M.IG.C/062/16 1/24-FL	Male	Ministry of Interior and National Administration	No	Unresponsive Official Conduct	The Complainant alleged failure by the National Registration Bureau, Turkana County to address his application of change of name in his identification card from Samuel Eldau Eloilo to Nahashon Eloilo Ekal. The same was settled following the Commission's intervention	File Closed
129.	Mary Atieno Aoro CAJ/KSM/MOICNG/062 /194/24-AO	Female	Ministry of Interior and National Administration	No	Unresponsive Official Conduct	The Complainant alleged failure on the part of the Chief South Sakwa Location to issue her with a letter of beneficiary in the estate of her father and brother to aid them in succession cause. The Commission called the Chief who requested the complainant to present herself together with other beneficiaries before him for issuance of letter of beneficiaries. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
130.	Augustinus Ouma Owidi CAJ/KSM/MOICNG/062 /200/24-AO	Male	Ministry of Interior and National Administration	No	Inaction	The Complainants alleged failure on the part of the assistant Chief North Kapuonja Sub Location, Kisumu West Sub County, to issue them with a letter of introduction to facilitate issuance of letter of beneficiaries by the Chief in the estate of Boniface Hastings Owidi Sigu. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
131.	<p>Chispina Mutua Munyoki and Domiana Nthenya Mutua</p> <p>CAJ/MSA/IGC/062/366/ 2024-EM</p>	Female	Ministry of Interior and National Administration	No	Discourtesy	<p>The Complainants alleged that the Chief Lukore Location Kwale declined to issue them with an introductory letter for the purpose of filing a succession suit as the letter he had issued them excludes two of the deceased's biological children and needs to be rectified. They said that reporting the matter to the Assistant County Commissioner, the Chief remains arrogant and uncooperative and has threatened the complainants on various occasions that nothing will be done to him. The Complaint was resolved on the Commission's intervention.</p>	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
132.	Muchemi Macharia Antony CAJ/NHRR/PO/047/25/24-MK	Male	Ministry of Interior and National Administration	No	Unlawful Official Conduct	The Complainant alleged that the Chief Karandi Location and the Assistant County Commissioner were trying to disinherit his family following the death of their father. Upon our intervention, the chief explained that the allegations arose out of copies of title deeds that had been supplied to her office for purpose of writing introduction letter for purposed of succession and had not been returned to the family. The documents were returned and the complainant was satisfied and withdrew the complaint. The Complaint was resolved on the Commission's intervention.	File Closed
KORU GIRLS SECONDARY SCHOOL							
133.	Nkurumah Eunice CAJ/KGS/013/2692/24-EMN	Female	Koru Girls Secondary School	No	Inaction	The Complainant alleged that her daughter completed her KCSE in the year 2023. She had paid all the legal fees and that on collecting her transcript, she was denied the same on allegations that she had not paid remedial fees. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
THE KENYA SCHOOL OF TVET							
134.	Benedict Sifuna CAJ/HELB/013/2632/247-EMN	Male	The Kenya School of TVET	No	Delay	The Complainant alleged that she was the Respondent's student whose fees was paid by the Higher Education Loans Board. She said that she had graduated and that she requested the Respondent to return overpaid fees to HELB so it can benefit other students but that the Respondent had failed to do so. The Complaint was resolved on the Commission's intervention.	File Closed
BOMAS OF KENYA							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
135.	Public Procurement Oversight Authority CAJ/BMK/024/59/24-SK	Group/Organization	Bomas of Kenya	No	Unresponsive Official Conduct	The Complainant alleged unresponsiveness by the Bomas of Kenya in regard to non-payment for goods supplies by Vimak Supplies Limited. The Complaint was resolved on the Commission's intervention.	File Closed
NYAYO TEA ZONES DEVELOPMENT CORPORATION							
136.	Joseph Odhiambo Agola CAJ/NTZDA/014/429/24-SK	Male	Nyayo Tea Zones Development Corporation	No	Unfair Treatment	The Complainant alleged that the Respondent awarded Tender No.NTZDC/TN/36/2022/2023 to a fictitious person who was unqualified and failure to refund Kshs.10000 after he was issued with a bounced cheque. The Complaint was resolved on the Commission's intervention.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
137.	Salim Abdalla Mwambala CAJ/M.WAT/009/356/24-SK	Male	Ministry of Water, Sanitation and Irrigation	No	Delay	The Complainant alleged delay by the Ministry in forwarding funds to the National Treasury to facilitate processing of his monthly pension dues of Kshs.8185. The Complaint was resolved on the Commission's intervention.	File Closed
CLOSED-OUTSIDE MANDATE							
JUDICIARY							
138.	Silvanus Rachuonyo Akoth	Male	Judiciary	No	Outside Mandate	The Complainant alleges that his Court file at Milimani Law Court is missing. We referred the matter to the Judiciary Ombudsman for resolution.	File Closed
139.	Paul Kiarie Kimani CAJ/MSA/JUD/001/572/2024	Male	Judiciary	No	Outside Mandate	A complaint regarding a pending criminal case Mombasa CR E1252 R vs Paul K. Kimani. The complainant wrote a letter to the Chief Justice dated 9th February 2024. He was requesting that the mention for 12th February 2024 be postponed. Further, he alleged due to the civil issue, he is being harassed by police offices from Jomvu Police Station leading to his house being broken into by a police officer.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
140.	Chepkilot Kiptoo & Co. Advocates CAJ/JUD/001/2701/24-SK	Group/Organization	Judiciary	No	Outside Mandate	A complaint alleging dissatisfaction with the manner in which a judicial officer conducted himself in Nakuru High Court Succession Cause No. 500 of 1997 wherein he exhibited bias by favouring one of the parties	File Closed
141.	Bernard Mungania Irimba CAJ/JUD/001/2691/24-SCK	Male	Judiciary	No	Outside Mandate	The complainant alleged that the Mucii Mukuru Assistant Chief's camp was built on his family land, and that during adjudication he registered an objection before the Land Adjudication Officer and a decision was made that the land would be issued to him save for the portion occupied by the Assistant Chief's camp. That in 2009 when titles were released the land was not in his name, thus he instituted civil proceedings at the High Court. The matter is before the court	File Closed
142.	Nicodemus Musyoki Syengo CAJ/JUD/001/1604/24-WK	Male	Judiciary	No	Outside Mandate	The complaint was about a criminal case at the Mandera High Court criminal case no. E001 of 2024 Republic vs Mohamed Issack Hassan. Complainant advised the matter was outside mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
143.	Stanley Kaberengia CAJ/ISI/JUD/001/077/24 - KWK	Male	Judiciary	No	Outside Mandate	The Complainant alleged that he was involved in a long-standing land conflict that was the subject of a suit at Meru Law Courts vide ELC No. 145/15. The judgement was issued on 30th January 2024 and he was not satisfied. The complainant was advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
144.	Dauglas Mworia Maitima ISI/HUD/001/011/24 - MBA	Male	Judiciary	No	Outside Mandate	The Complainant alleged that in 2009 his matatu KAQ875B was involved in an accident. A suit Meru Civil Suit no.294/2010 was lodged and later withdrawn by the Plaintiff for lack of medical records, police abstract & witness. In 2017, the Plaintiff lodged Meru Civil suit no.140/2021. The Complainant alleged that the Plaintiff did not have a police abstract on his list of documents but produced it at the hearing. He alleged that the accident was not reported as a traffic offence and that no one was charged. Further, that despite the irregularities, the judgement was delivered against him and he was found solely liable. He filed an appeal at the High Court in Meru. The complainant was guided accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
145.	Onkendi Ombiro & Co CAJ/JUD/001/2626/24-EMN	Group/Organization	Judiciary	No	Outside Mandate	The complaint is addressed to the Judicial service Commission and copied to its Commission. The Complainant alleged that the High Court in Kerugoya had delayed to deliver a ruling in JR Misc. 43 of 2028. He was advised that the complaint is addressed to the institution mandated to handle it and that it is outside the Commission's mandate	File Closed
146.	Benard Kituva Nganga CAJ/JUD/001/2623/24-EMN	Male	Judiciary	No	Outside Mandate	The complainant alleged that his property Makueni/Kyaluma/57 was illegally transferred. The complaint is subject litigation in Machakos ELC No. 89 of 2019 wherein you are the plaintiff. Complainant advised his complaint is outside the Commission's mandate.	File Closed
147.	Balala & Abed CAJ/JUD/001/2708/24-EMN	Group/Organization	Judiciary	No	Outside Mandate	The Complainant alleged that lack of implementation of an order issued in BPRT Case No. 1077 No 2023. He was advised that his complaint is outside the Commission's mandate	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
148.	Shem S. balongo CAJ/JUD/001/2707/27-EMN	Male	Judiciary	No	Outside Mandate	The Complainant alleged unfairness in the hearing and determination of Busia High Court ELC NO. 55 of 2010. He was advised that his complaint is outside the Commission's mandate	File Closed
149.	Wabwire Adundo Stanlus CAJ/M.LAN/022/2488/24-JMM	Male	Judiciary	No	Outside Mandate	The Complainant alleged that he had a case matter where a Ruling was delivered in favour of the other party and that he wanted our intervention. The Complainant was advised that the complaint is outside the Commission's mandate.	File Closed
150.	Issa & Co. Advocates CAJ/JUD/001/2990/24-MD	Group/Organization	Judiciary	No	Outside Mandate	This Complaint is addressed to the National Environment Tribunal and copied to this Commission. The Complainant sought for the Respondent's directions on a hearing date in regards to their notice of Motion Application dated 27th March 2024. They were advised that the complaint is outside the Commission's mandate	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
151.	Albert Orado CAJ/KSM/PE/040/475/2 4-WT	Male	Judiciary	No	Outside Mandate	The Complainant alleged that he filed Kapsabet Civil Case No. 11 of 2018 against Eastern Produce Kenya Limited Savani Estates and secured a judgment in his favour in October 2018. That he was informed that an appeal had been filed against the judgment and he was not given an opportunity to present his case by the Judge. The complainant had forwarded his complaint vide email dated 16th April 2024 to the Judiciary Ombudsman and copied to the Commission. The matter is still pending in court. The Complainant was advised that the complaint is outside the Commission's mandate	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
152.	Dauglas Mworja Maitima ISI/HUD/001/011/24 - MBA	Male	Judiciary	No	Outside Mandate	The Complainant alleged that in 2009 his matatu was involved in an accident. A suit Meru Civil Suit no.294/2010 was lodged and later withdrawn by the Plaintiff for lack of medical records, police abstract & witness. In 2017, the Plaintiff lodged Meru Civil suit no.140/2021. The Complainant alleged that the Plaintiff did not have a police abstract on his list of documents but produced it at the hearing. He alleged that the accident was not reported as a traffic offence and that no one was charged. Further, that despite the irregularities, the judgement was delivered against him and he was found solely liable. He filed an appeal at the High Court in Meru. The complainant was advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
153.	Godfrey Otieno Oyier CAJ/JUD/001/2699/24-MD	Male	Judiciary	No	Outside Mandate	The Complainant alleged delay in the transfer of his file from Environment and Land Court in Homa Bay to Mbita Law Court for determination according to an order issued on 19th February 2024. The complainant sought the Commission's intervention for immediate transfer to be effected. He later called the Commission and confirmed that the order had been complied with.	File Closed
154.	Margret Wambui Ngugi CAJ/JUD/001/2700/24-FN	Female	Judiciary		Outside Mandate	A complaint alleging that the JSC erred in Nomination of Justice Oguttu Mboya. Matter rightly before the JSC.	File Closed
155.	M M Law Advocates CAJ/JUD/001/2287/24-JMM	Group/Organization	Judiciary	No	Outside Mandate	The complainant alleged that the Judiciary was not keen in certifying his pleadings. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
OFFICE OF THE JUDICIARY OMBUDSMAN							
156.	Richard Ombati Ratemo CAJ/OJO/001/2303/24-MD	Male	Office of the Judiciary Ombudsman	No	Outside Mandate	The complainant alleged inefficiency on the part of the judiciary in respect of Machakos High Court Civil Case E013 of 2023. He alleged that there was a miscommunication by the registry which denied him the right to appeal within the window provided in law. The Complainant was advised that the complaint is outside the Commission's mandate	File Closed
OFFICE OF THE PUBLIC TRUSTEE							
157.	Center for Litigation on Environment & Governance CAJ/PO/047/717/24-SK	Group/Organization	Office of the Public Trustee	No	Outside Mandate	A request to EACC copied to the Commission requesting for an investigation into the Academic documents and qualifications of Cabinet Secretary for Health, Ms. Susan Nakhumicha. Complainant advised that the right entity would deal.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA POWER AND LIGHTING COMPANY							
158.	Crispin Omondi CAJ/KPC/021/682/23- JMM	Male	Kenya Power and Lighting Company	No	Outside Mandate	The complainant alleges that he was maliciously prosecuted for an offence he never committed. Complainant advised accordingly.	File Closed
MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN DEVELOPMENT							
159.	Kokul & Partners CAJ/NPS/015/4446/24- JMM	Group/Organization	Ministry of Lands, Public Works, Housing and Urban Development	No	Outside Mandate	The Complainant alleges that police are not intervening in a matter where their client's land is being trespassed upon. The matter involves a land dispute. Complainant advised accordingly.	File Closed
COUNTY GOVERNMENT OF KAKAMEGA							
160.	Dr. Boniface Mudi Imbali CAJ/CG/KAKAMEGA/0 53/24-JMM	Male	County Government of Kakamega	No	Outside Mandate	The Complainant alleges that the County Government of Kakamega has refused to implement a decision of the Public Service Commission. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL CONSTRUCTION AUTHORITY							
161.	Gilbert Karichu CAJ/NCA/007/77/24-JMM	Male	National Construction Authority	No	Outside Mandate	The Complainant alleged that there was an illegal construction around Kabuku area in Limuru. Complainant advised accordingly.	File Closed
PRIVATE ENTITY							
162.	Irene Njeri Kimotho CAJ/ISI/PE/040/198/24-KWK	Female	Private Entity	No	Outside Mandate	The Complainant alleged that her son died in a road accident in 2014. The matter went to civil court and was dismissed since she had no locus standi to act on behalf of the Deceased – she had not taken out letters of administration ad litem. The Complainant sought to sue her advocate in Court for failing to represent her well. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
163.	Nicholas Ngoma Wambua CAJ/NPS/015/4401/24-FN	Male	Private Entity	No	Outside Mandate	A complaint regarding land dispute, MACHAKOS/MATUNGULU/KATINE Plot Number 465 the complaint however is a family dispute over the said land. Complainant advised.	File Closed
164.	Nyaga Martin CAJ/PE/040/2786/24-JMM	Male	Private Entity	No	Outside Mandate	The Complainant alleged that his landlord was harassing him. The complainant advised accordingly.	File Closed
165.	Bridget Naito Kinoti ISI/HUD/PE/040/023/24-KWK	Female	Private Entity	No	Outside Mandate	The Complainant alleged that her advocate Ntarangwi advocates asked her for Kshs. 7,400 to facilitate execution of her judgement. Complainant advised accordingly.	File Closed
166.	Cecilia Mwari ISI/HUD/PE/040/021/24-KWK	Female	Private Entity	No	Outside Mandate	The Complainant alleged that she purchased a parcel of land from an individual well known to her. The individual failed to transfer the ownership despite having paid the full purchase price. The Complainant was advised to seek services of an advocate of her choice to enable her pursue the matter through the judicial process.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
167.	EACC Monitoring Unit CAJ/PE/040/2792/24- WK	Group/Org anization	Private Entity	No	Outside Mandate	The Commission received a complaint from the Ethics and Anti-Corruption Monitoring Unit addressed to Juudi Self Help Group regarding an alleged issue of a stolen bull worth Ksh. 80,000. Complainant advised accordingly.	File Closed
168.	Heneth Muthoni Njuki CAJ/P.E/040/2787/24- WK	Female	Private Entity	No	Outside Mandate	The complainant requested for urgent intervention to avert efforts to grab her late husband's munyi rugucha estate through fraudulent inheritance scheme. Complainant advised the issue was outside mandate.	File Closed
169.	Zeinab Kontoma Abdi CAJ/ISI/REF/001/007/24 - KWK	Female	Private Entity	No	Outside Mandate	The Complainant alleged that she was involved in a civil suit no 39 of 2020 at Isiolo Law Courts. That she contracted services of F.J Mugambi Muthomi and Company Advocates practicing in Isiolo to file an appeal on her behalf. The said advocate failed to file the said appeal and to refund the instruction fee. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
170.	Sabina Mwonjiru M'Aita CAJ/ISI/PE/040/197/24 - KWK	Female	Private Entity	No	Outside Mandate	The complainant alleged that she filed a succession case to a lower court but lost and appealed to ELC as case No. 121 of 2019, which appeal she lost. She requested for legal aid services from the commission so as to pursue the matter at the appellate court. The complainant was informed matter is outside mandate referred to Kituo Cha Sheria to seek legal aid.	File Closed
171.	Phoebe Mumo Kyalo CAJ/PE/040/2791/2024- KC	Female	Private Entity	No	Outside Mandate	The complainant sought legal advice regarding a family dispute emanating from her son's purported sale of family land in Kitui County after the demise of their father. He was accorded Legal advice.	File Closed
172.	David Juma Wanjala HUD/GPO/PE/040/90/20 24-KC	Male	Private Entity	No	Outside Mandate	The complainant alleged non-payment of salary dues by his former employer- Garden Chelese Park for services rendered as a gardener for 2 years since 2022. He was advised that the Complaint is outside the Commission's madate and advised on legal channels of pursuing redress	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
173.	Anselimo N. Mbanda CAJ/PE/040/2799/24-EMN	Male	Private Entity	No	Outside Mandate	The Complainant alleged illegal transfer of his parcel of land. The same is subject to litigation in Embu High Court Petition number 1 of 2014. He was advised that his complaint is outside the Commission's mandate.	File Closed
174.	Judith nasimiyu Wanjala HUD/GPO/PE/040/91/24-EMN	Female	Private Entity	No	Outside Mandate	The complainant alleged that she was an employee of WINA classical Series limited whose services were unfairly terminated. She was advised that the respondent is a private entity hence her complaint is outside the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
175.	Washington Orao Obuya CAJ/KSM/OM/040/VOL 11 2023 -AO	Male	Private Entity	No	Outside Mandate	The Complainant alleged that one Christopher Olang is attempting to defraud him of his land parcel number Kisumu/Korando/22. He was advised to obtain a current search of the land to determine ownership status and in the event that the same has changed, update DCI since the matter has also been reported to DCI. He was further The matter is still pending in court. The Complainant was advised that the complaint is outside the Commision's mandate	File Closed
176.	James Aggrey Shiundu CAJ/KSM/P.E/040/476/2 4-AO	Male	Private Entity	No	Outside Mandate	The Complainant was aggrieved by the conduct of the Respondent, Clement Malala in a matter before court, Kakamega ELC 287/2013. He was advised to consult his counsel on record on the remedies available including appeal.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
177.	Thomas Ongaki Raboso CAJ/KSM/M.LAN/022/47 3/24-WT	Male	Private Entity	No	Outside Mandate	The Complainant alleged that in January 2024, they applied for reconstruction of land records for parcel number 2259 at Nyando Land Office Adjudication section. This was after fire destroyed records in that office. That the record released indicated the owner was Walter Magawa Gor and not Joseph Amunga Akunga (his uncle). That they felt aggrieved and wanted the purported owner to be questioned on how he acquired the land. He was advised 2024 to seek legal representation from a lawyer of his choice on how to pursue the land dispute.	File Closed
178.	Muhammad Ijaz CAJ/PE/040/2776/24- MD	Male	Private Entity	No	Outside Mandate	The complaint revolves around a succession dispute. The Complainant is one of the beneficiaries of the estate in question and claims that his brother has disinherited him. The complainant was duly advised on the legal remedies available in the succession dispute and directed to file a succession cause.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
179.	Githeru Mzame, Nyagena & Associates CAJ/PE/040/2805/24 – FN	Group/Org anization	Private Entity	No	Outside Mandate	A complaint alleging that the respondent law firm Barongo Ombasa Advocates are intermeddling with property. Complainant notified that matter falls outside our mandate. Complainant advised to seek available legal remedies	File Closed
180.	Bett Douglas Kimutai CAJ/P. E/040/2808/24- SCK	Male	Private Entity	No	Outside Mandate	The complainant alleged that he worked as an accountant and medical director at Gateway to Victory School from the year 2013 to 2016, and he had been exploited by Director of the school. Complainant advised accordingly.	File Closed
181.	Maxwell Osimbo Owiny CAJ/PE/040/2803/24- WK	Male	Private Entity	No	Outside Mandate	The complainant alleged unfair labour practices by the Kongoni Camp, Nanyuki. Complainant advised the matter was Outside Mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
182.	Gilbert Aguwana Khadeji CAJ/PE/040/2789/24-WK	Male	Private Entity	No	Outside Mandate	The complainant alleged nonpayment of Ksh. 18,000 he loaned Mr. David Sifuna who later disappeared and has refused to pay back the debt. Complainant advised the complaint was outside the Commission's mandate.	File Closed
183.	Interface Community Help Desk CAJ/KSM/MOICNG/062/209/24-AO	Group/Organization	Private Entity	No	Outside Mandate	This complaint is on a land dispute over parcels Kanyamwa/Kochieng/Komungu/Kakaet /352 and 992 and subsequent succession cause in Ndiwa PMC Succession Cause numbers E146/2021 and 146/2021. The matter is still pending in court. The Complainant was advised that the complaint is outside the Commission's mandate.	File Closed
184.	862. Emma Wambui Wahome 863. CAJ/M.TOU/024/60/24-SCK	Female	Private Entity	No	Outside Mandate	The complainant, a former employee of African Tours & Hotels limited, alleged that her contract was terminated and she did not receive her terminal dues. She sought payment of her accrued benefits but several attempts did not bear fruits. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
185.	Anonymous (Ruai Sewage) CAJ/PE/040/2775/23-JMM	Male	Private Entity	No	Outside Mandate	The complainant alleged that his neighbor had committed a criminal offence, and his family did not take any action.	File Closed
186.	Mutembei & Kimathi Advocates CAJ/PO/047/664/24-JMM	Group/Organization	Private Entity	No	Outside Mandate	The complainant alleged that their Client, Hon. Kawira Mwangaza was defamed by Mpuru Aburi. The matter was closed on the basis that it is private in nature.	File Closed
MINISTRY OF COOPERATIVES, MICRO, SMALL AND MEDIUM ENTERPRISES							
187.	Francis Gitau CAJ/ST.COOP/025/196/24-JMM	Male	Ministry of Cooperatives, and Micro, Small and Medium Enterprises	No	Outside Mandate	The Complainant alleged that his shares were fraudulently transferred to a third party without his consent. The matter was still pending at Thika Law Courts. Complainant advised accordingly.	File Closed
NATIONAL WATER HARVESTING AND STORAGE AUTHORITY							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
188.	J&K Investment Kenya Ltd CAJ/NWHSA/009/355/24-FN	Group/Organization	National Water Harvesting and Storage Authority	No	Outside Mandate	This complaint was in regard to a matter that was the subject of arbitration proceedings on construction of Turkana Peace Dam-Naku'etem site Turkana County No. NWHSA/007/2019-2020. Complainant advised accordingly.	File Closed
MINISTRY OF LABOUR AND SOCIAL PROTECTION							
189.	Fredrick Omondi Odhiambo CAJ/KSM/M.LAB/017/169/24-LM	Male	Ministry of Labour and Social Protection	No	Outside Mandate	The Complainant lodged a complaint against the Labour office Kisumu in a dispute involving a negotiation settlement agreement with his former employer after termination of his employment. The complainant was advised that the labour office reasonably addressed the issue and in case of any dispute arising on the performance of the negotiation settlement agreement, he should address the same with labour office.	File Closed
MUHORONI SUGAR COMPANY LIMITED							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
190.	Peter Otieno Odire CAJ/KSM/PT/000/134/24 -WT	Male	Muhoroni Sugar Company Limited	No	Outside Mandate	The Complainant alleging unfair termination of employment by Muhoroni Sugar Company Ltd. He was employed in 2015 as an Electric Motor Rewinder up to August 2023 when he was asked to proceed on leave to be recalled, but he was never recalled. That other employees were recalled, but he was not. He was advised to seek judicial redress since the issue was an employment dispute.	File Closed
INSURANCE REGULATORY AUTHORITY							
191.	Awuor & Co Advocates CAJ/PE/040/2798/24	Group/Organization	Insurance Regulatory Authority (IRA)	No	Outside Mandate	The complaint alleged failure by Africa Merchant Insurance Company to pay a decretal sum of Ksh 2.4 Million to the Complainant's client. The complainant sought intervention to have the judgment enforced and the said sum paid. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
192.	Jackson Kimanthi Kimole HUD/MAK/IRA/000/119/24-KC	Male	Insurance Regulatory Authority (IRA)	No	Outside Mandate	The complainant alleged that he entered an agreement with Pioneer Insurance company concerning an education policy plan but claimed he was shortchanged by the company's agents. The realization came after he went to request for the principal sum upon maturity of the policy only to be informed that he will be disbursed half of what he had insured. He was advised to seek further assistance at the Insurance Regulatory Authority	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
193.	Hamilton Harrison & Mathews CAJ/IRA/000/1610/24-KC	Group/Organization	Insurance Regulatory Authority (IRA)	No	Outside Mandate	The complainant lodged this complaint on behalf of their clients- Sureinvest Company Limited and Triad Networks Limited alleged lack of transparency by the Insurance Regulatory Authority (IRA) in addressing complaints filed against Directline Assurance Company. They alleged that the Regulator had failed to copy its clients in a letter dated 5th March 2024 addressed to the Directors of Directline Assurance Company Limited which omission was allegedly intended to assist the minority shareholders in an ongoing dispute referred to arbitration. They were advised to channel the concerns in the ongoing arbitration proceedings.	File Closed
OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS (ODPP)							
194.	Mathew Muoki Advocate for John Kiyian CAJ/ODPP/027/333/24-SCK	Group/Organization	Office of the Director of Public Prosecutions	No	Outside Mandate	The complaint is about an alleged irregular decision by the Office of the Director of Public Prosecutions to withdraw charges in MCCR/E147/2024: REPUBLIC VS JOHN KIYIAN AND 11 OTHERS.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
195.	Kariuki & Co. Advocates CAJ/ODPP/027/326/24 WK	Group/Organization	Office of the Director of Public Prosecutions	No	Outside Mandate	The complainant alleged that the Office of the Director of Public Prosecutions and the police had obstructed and subverted justice for their client Margaret Wairimu Magugu relating to L.R. No. 12422/319. Complainant advised the matter was outside mandate.	File Closed
196.	Kevin Simiyu Yamakhakha CAJ/ELD/DPP/027/22/24-EK	Male	Office of the Director of Public Prosecutions	No	Outside Mandate	The Complainant alleged dissatisfaction with the decision of the ODPP prosecution counsel J. Onkoba to withdraw Eldoret Criminal Case No. E. 3756 of 2021 in which he was the complainant. The complainant advised that the matter was outside mandate and advised to lodge an appeal to the Director of Public Prosecutions	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
197.	Nicholas Leotum Zacharia CAJ/ELD/ODPP/027/23/24-EK	Male	Office of the Director of Public Prosecutions	No	Outside Mandate	The Complainant alleged dissatisfaction with the decision of the ODPP prosecution Mr. Gregory Suter who in handling Eldoret Criminal Case No. E. 038 of 2023 withdrew the matter in court without his consent. He was advised that the matter is outside mandate and advised to appeal against the decision to the Office of the Director of Public Prosecution.	File Closed
198.	Antony Cysewski CAJ/ODPP/027/324/24-JMM	Male	Office of the Director of Public Prosecutions	No	Outside Mandate	The Complainant alleged that the Office of the Director of Public Prosecutions left out key evidence in his case. The matter is still pending in court. The Complainant was advised that the complaint is outside the Commission's mandate.	File Closed
COUNTY GOVERNMENT OF MERU							
199.	Andrew Wachira CAJ/CG/MERU/III/26/24-SK	Male	County Government of Meru	No	Outside Mandate	A complaint alleging failure by the County Government of Meru to implement court orders requiring compensation for demolition of the complainant's property.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
OFFICE OF THE DATA PROTECTION COMMISSIONER							
200.	Munene Njuguna & Co. Advocates CAJ/ODPC/023/233/24-SK	Group/Organization	Office of the Data Protection Commissioner	No	Outside Mandate	A complaint alleging dissatisfaction with the determination of the complainant's client's complaint by the ODPC wherein the Data Commissioner was allegedly biased in favour of the respondents. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL LANDS COMMISSION							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
201.	Martha Koome and Group CAJ/ISI/M.LAN/022/106/24 - KWK	Group/Organization	National Land Commission (NLC)	No	Outside Mandate	The Complainants alleged that they were the petitioners in ELC PET 28 of 2015 in which they claimed that they were the rightful owners of 1000 acres of land bordering the Laikipia County and the Islamic Foundation. That they were allocated the land by the defunct Meru County Council in 1982. They further claimed that during the demarcation of Ruiru- Rwarera section, the rights and interests of Arithi Self-Help Group were brought to the attention of the relevant authorities but those rights and interests were not considered. They contended that their fundamental rights and freedoms were violated. Complainants advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
202.	Gatonye Munene Ruthi Family Trust CAJ/NLC/022/2473/24 – FN	Group/Organization	National Land Commission (NLC)	No	Outside Mandate	A complaint alleging that the NLC has conducted the investigation into their historical land injustice claim Ref. No. NLC/HLI/009/2017 OF Mbari ya Gatonye wa Munene in an unsatisfactory manner. The NLC has failed to afford the trustees of the Gatonye Munene Family Trust a fair hearing by excluding them from the public hearing sessions. Complainant advised that matter is outside mandate. Advised to lodge appeal to the National Land Commission	File Closed
MINISTRY OF EDUCATION							
203.	Julius Muriira ISL/HUD/M.EDU/013/018 /24 - KWK	Male	Ministry of Education	No	Outside Mandate	The Complainant alleged that he was an employee of Mulathankari Girls' Secondary School. That his employment was unlawfully terminated on 7th March 2008. Complainant advised that the matter required judicial remedies	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
204.	Stephen Otieno Odit - Donaire Education Centre CAJ/M.EDU/013/2702/2024-KC	Male	Ministry of Education	No	Outside Mandate	The complainant alleged that his school, Donaire Education Centre, in Nairobi County was closed in February 2024 without any notice or inspection. He stated that the Area Chief accompanied by 20 police officers stormed the school and closed it. He wrote to the Ministry of Education about the closure and also reported to the police station vide OB No. 58/01/02/2024 but no action had been taken. He was advised to pursue matter through the Ministry of Education for redress through internal channels.	File Closed
205.	Anonymous CAJ/KSM/EDU/013/433/24-AO	Male	Ministry of Education	No	Outside Mandate	The Complainants alleged corruption at Katolo Mixed Secondary School and addressed the complaint to Ethics and Anti-Corruption Commission. They were advised to follow up and referred to the Ethics and Anti Corruption Commission.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL POLICE SERVICE							
206.	Morris Muriungi Kanyuro ISI/HUD/POL/015/12/24- KWK	Male	National Police Service	No	Outside Mandate	The Complainant alleged that he was assaulted by an individual well known to him. He reported the matter at Ntharene Police Station vide OB No. 11/17/05/2024. That he was the first one to report the matter but the police acted on the other party's complaint. He added that the matter was pending in Court. Complainant advised accordingly.	File Closed
207.	Anyango Opiyo & Co. Advocates CAJ/NPS/015/4428/24- WK	Group/Organization	National Police Service	No	Outside Mandate	The complaint raised an issue already before a court of law ELC Case No. E92 of 2024 regarding a parcel of land LR. Nos. 2255/1 and 2255/2 situated in Karen. Complainant advised the complaint was outside mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
208.	Daniel Rotich CAJ/ELD/DCI/015/210/24-EK	Male	National Police Service	No	Outside Mandate	The Complainant alleged that the Directorate of Criminal Investigations Kapenguria Police Station, West Pokot County failed to update him on the outcome of the investigations to an assault complaint that he reported at the station vide OB No. 22/1/9/2006. The complainant was advised that time had since lapsed hence inability to follow up on the same. He was advised to seek redress in the Environment and Land Court.	File Closed
209.	Federation of Kenya lawyers for Mohamed Yassin CAJ/NPS/015/4422/24-EMN	Group/Organization	National Police Service	No	Outside Mandate	The complainant alleged that their client's case Misc.047 of 2024 is proceeding without the accused who had failed to turn up in court after being released on bail. The Complainant was advised that the complaint is outside the Commission's mandate by dint of section 30 of the CAJ Act.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
210.	Kinyanjui Karimi & Co., Advocates CAJ/NPS/015/4415/24- JMM	Group/Org anization	National Police Service	No	Outside Mandate	The complainant alleged that the police at Kahawa West Police Station did not record the correct OB in an accident involving a vehicle of their client. The matter is pending in court. The Complainant was advised that the complaint is outside the Commision's mandate.	File Closed
211.	Acorn Law Advocates CAJ/NPS/015/4450/24- JMM	Group/Org anization	National Police Service	No	Outside Mandate	The complainant alleged that his client's property known as Mavoko Town Block 12/326 has been invaded by trespassers and maliciously damaged the property therein. The Complainant was advised that the complaint is outside the Commision's mandate.	File Closed
212.	Erick Gwaro CAJ/NPS/015/4410/24- JMM	Male	National Police Service	No	Outside Mandate	The Complainant alleged that he was a police officer who has since been interdicted. He alleges that the investigations which led to his interdiction were not objective. The matter is still pending in court. The Complainant was advised that the complaint is outside the Commision's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
213.	Oladipupo Wasiu Olarewaju CAJ/KSM/POL/015/682/ 2-WT	Male	National Police Service	No	Outside Mandate	Complaint alleging failure by Kisii Police Station to investigate OB No. 091/28/02/2024 and bring the suspects to justice. During screening, it was established that the same complaint was pending before the Independent Policing Oversight Authority, who confirmed that they were investigating the same. Complainant advised to allow IPOA to handle the same and to follow up with them for further updates.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
PUBLIC OFFICER							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
214.	James Juma CAJ/PO/047/737/24-WK	Male	Public Officer	No	Outside Mandate	Complainant against public officers the Ministry of Lands, Public Works, Housing and Urban Development states that residents of Taveta Settlement Scheme Phase I & 2 in Taveta Constituency were displaced from their original homes and were promised land through a Government initiative but senior officers entrusted with the responsibility of allocating the land and overseeing the issuance of title deed failed to uphold integrity of the process and instead engaged in corrupt activities. This matter was already the subject of court proceedings. Complainant Client advised the issue was outside mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
215.	Jackson Gitahi Gitonga CAJ/PO/047/682/2024-KC	Male	Public Officer	No	Outside Mandate	The complainant alleged abuse of power by Sergeant Hassan Mohammed (F/NO: 21929) attached at Makupa Police Station, Mombasa County. He stated that had caused his arrest and interfered in a family dispute between him and his in-laws over a child custody matter that was being handled by the Children department. The matter already addressed to IPOA who seized of it.	File Closed
216.	Solomon Kivati CAJ/PO/047/691/24-KC	Male	Public Officer	No	Outside Mandate	The complainant alleged that the Member of County Assembly, Highbridge Ward in Nairobi County had confiscated a bursary cheque awarded to his son and refused to release it. He was advised that the Complaint is outside the Commision's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
217.	Moses Odawa & Co. Advocates CAJ/P.O/047/704/24-WK	Group/Organization	Public Officer	No	Outside Mandate	A complaint about a matter which was being addressed at the High Court Nairobi succession cause no. 588 of 1985. Complainant alleges that the Assistant County Commissioner Githumu Division has taken sides in the succession dispute. Complainant advised the matter was outside the Commission's mandate because it was before the court.	File Closed
218.	Orlale Njenga CAJ/PO/047/719/24-MD	Male	Public Officer	No	Outside Mandate	This complaint is addressed to the Chief Kangemi Location and copied to this Commission. The Complainant alleged that he was summoned to the Chief's office about his tenant complaint that he had failed to refund deposit. His response explained in detail why he did not honour the summons as demanded by law. He was advised that the Complaint is outside the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
DIRECTORATE OF CRIMINAL INVESTIGATIONS (DCI)							
219.	Francis Kimeli Kebenei CAJ/ELD/POL/015/220/ 24-FL	Male	Directorate of Criminal Investigations (DCI)	No	Outside Mandate	The Complainant alleged dissatisfaction with the decision of the Directorate of Criminal Investigations Kapsabet Police Station, Nandi County declining the release of his impounded motor vehicle registration number KCZ 351 W. The was advised that the same relates to a suit pending before the Chief Magistrates Court 057 of 2024 hence the same is outside the Commisions mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
220.	Edward Ouko CAJ/DCI/015/4440/24-MD	Male	Directorate of Criminal Investigations (DCI)	No	Outside Mandate	The Complainant alleged that his wife had refused to grant him access to his children after separation and the police and the DCI had not helped him in accessing the children. He was advised that the matter is outside the Commission's mandate and given legal advise.	File Closed
MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN DEVELOPMENT							
221.	Tabitha Gaicugi ISI/HUD/M.LAN/022/017/24-KWK	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Outside Mandate	The Complainant alleged that her family filed for the succession of her deceased father's estate and that the matter was never concluded, but they later realized that her father's properties were transferred to unknown individuals. That they made several follow ups with the ministry of lands seeking answers to no avail. The Complainant was advised to seek services of an advocate of her choice to enable her pursue the matter through the judicial process.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
222.	Charles Kobia M'Akwalu CAJ/ISI/M.LAN/022/107/ 24 - MBA	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Outside Mandate	The Complainant alleged that he bought a piece of land L.R Kangeta/Kangeta/1832 and the Land Control Board, Kangeta Sub-County approved the transfer. That he applied for the title deed and it was issued jointly with the vendor. Complainant advised to seek a remedy in court	File Closed
223.	Judith Makena Ringera ISI/HUD/M.LAN/022/014/ 24-KWK	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Outside Mandate	The Complainant alleged that her late mother, Joanne Karutu, acquired a piece of land in Meru and the Ministry of lands was withholding the title from her. That she was advised by the Meru Lands Office to pursue the matter in Court. The Complainant was advised to seek services of an advocate of her choice to enable her pursue the matter through the judicial process.	File Closed
224.	Faith Karwitha Jeremiah CAJ/ISI/M.LAN/022/105/ 24 - KWK	Female	Ministry of Lands, Public Works, Housing and Urban Development		Outside Mandate	The Complainant alleged that the Meru Lands Registry had failed to comply with orders of the Court of Appeal at Nyeri. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
225.	Trusted Society Human Rights Alliance CAJ/M.LAN/022/2471/24-WK	Group/Organization	Ministry of Lands, Public Works, Housing and Urban Development	No	Outside Mandate	The Complainant alleged fraudulent allocation of land parcel no. 27 Ntulele 'A' transmara belonging to Kitungat Kilonga Ole Chepkoilel. Complainant advised the complaint was outside mandate.	File Closed
226.	Veronica Chepite CAJ/ELD/M.LAN/022/111/24- EK	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Outside Mandate	The Complainant alleged dissatisfaction with the decision of the West Pokot County Land Adjudication and Settlement Officer declining to conduct adjudication of their family land parcel located at Nakwijit Location, West Pokot County. He was advised to seek redress in the Environment and Land Court.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
227.	Baranaba Dominic Mukhwana HUD/KAK/M.LAN/022/75/24-WT	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Outside Mandate	The Complainant alleged that the Kakamega Land Registrar had fraudulently caused the transfer of their land parcel No. Isukha/Shirere/2408. They subsequently filed Kakamega CMC ELC Case No. E79 of 2024 against the Kakamega Land Registrar and the alleged perpetrators, which was pending in court for determination. The Complainant was advised that the complaint is outside the Commission's mandate	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
228.	Jeremiah M'NJOGU CAJ/M.LAN/022/2450/2 4-MD	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Outside Mandate	The Complainant is an applicant in Meru ELC Judicial Review Case No. 31 of 2013. He had written a letter to the Meru County Lands Registrar to refrain from registering a subdivision mutation of parcel Ntima/Ntakira/2489 according to a stay of execution order issued on 6th March 2023. The matter is still pending in court. The Complainant was advised that the complaint is outside the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
229.	Farah Azhar CAJ/M.LAN/022/2473/2 4-MD	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Outside Mandate	The Complainant alleged that her husband had presented documents for booking and registration at the Lands Registry in Nairobi and the registrar had failed to effect the registration. She claimed that there existed an adverse possession claim on the parcel of land and the registrar, upon the demise of her husband advised her to institute succession proceedings as proceeding without papers of administration would be intermeddling. She sought the Commission's intervention to compel the registrar to register the documents presented. The Complainant was advised that her Complaint is outside the Commission's mandate and advised on the legal remedies available to her.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
BUSINESS REGISTRATION SERVICES							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
230.	Joseph Kamau CAJ/RG/JUD/001/2689/ 24-WK	Male	Business Registration Services	No	Outside Mandate	The complainant alleged that the Registrar interfered with the appointment of the directors of Malewa Ranching Co. The matter was already being addressed before the court. Complainant advised the matter was outside mandate.	File Closed
KENYA AIRWAYS							
231.	Ms. Andrea Brown CAJ/K.A/004/591/24- WK	Female	Kenya Airways	No	Outside Mandate	The complainant alleged that while on board Kenya Airways she was mistreated, and despite her attempts to seek a satisfactory resolution with the airline, she was dismayed by their response. Complainant advised that the matter was outside the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF HOMA BAY							
232.	Isaiah Ouma CAJ/CG.Homa Bay/102/26/2024-KC	Male	County Government of Homa Bay	No	Outside Mandate	This complaint relates to a minor X, a top student who performed well in KCPE 2023 at Kakelo Primary, Homa Bay County. He comes from a poor background and hence, in January 2024 he applied for bursary from the County Government of Homa Bay to enable him pursue secondary education but there was no response to his application. Well-wishers from the area were able to raise his first term fees. Complainant advised on possible channels of seeking financial support.	File Closed
COUNTY GOVERNMENT OF KIAMBU							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
233.	Anonymous CAJ/CG/KIAMBU/072/100/2024-KC	Unkown	County Government of Kiambu	No	Outside Mandate	The complainant alleged irregular recruitment and deployment of staff at Kiambu county government. He stated that the County withdrew substantive officers from their work stations in Ruiru and replaced them with non-substantive staff of choice who were not recruited for the positions. The Complainant was advised on the legal channels of seeking redress	File Closed

MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
234.	Fanis N. Mayeku CAJ/M.INT/062/1507/20 24-KC	Female	Ministry of Interior and National Administration	No	Outside Mandate	The Complainant alleged that the Chief-Nzoia location and Assistant County Commissioner, Likuyani participated in the unlawful intermeddling and sub-division of their late father's land known as KAKAMEGA/MOI'S BRIDGE/2043 and awarded 1.4 acres to a non-beneficiary namely, Jobin Kiriswa Joel of ID No. 23501617 in the succession matter of Mayeku Namoso Shibale (Deceased). He further claimed that the Chief also failed to read the will of the deceased in the presence of all Dependants. He was duly accorded legal advice	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
235.	Emmanuel Kirwa CAJ/ELD/M.IGC/062/16 4/24-FL	Male	Ministry of Interior and National Administration	No	Outside Mandate	The Complainant alleged that the Chief Moi's Bridge Location, Trans Nzoia County -Wilson Sirma, is unlawfully using his power to interfere with the right to quiet possession to their land parcel which had been ruled in their favour by the Kitale Environment and Land Court in Land Case Number 123 of 2012. The Complainant was advised that the matter is outside the Commission's mandate	File Closed
236.	Serah Wangechi HUD/GPO/PO/047/69/2 4-JMM	Female	Ministry of Interior and National Administration	No	Outside Mandate	The Complainant alleged that the area chief had refused to obey a Court Order regarding her entry into a parcel of land at Kariobangi in Nairobi. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
237.	Isaack Okoma CAJ/KAK/MOICNG/062 /65/24-AO	Male	Ministry of Interior and National Administration	No	Outside Mandate	The Complainant alleged that the Assistant Chief Kisa East failed to issue letter of beneficiaries in the estate of Samwel Oywaya Okinda. However, upon follow-up with the said assistant chief/ Chief, it came to light that the deceased distributed his properties prior to his death and the complaint herein relates to land ownership dispute against his brother who equally received his share from the deceased. Complainant was advised including by the Deputy County Commissioner to move court for determination of ownership.	File Closed
238.	Joseph Mwatata Chisambo CAJ/P. O/047/694/24-MD	Male	Ministry of Interior and National Administration	No	Outside Mandate	The Complainant alleged that the Chief of Tezo Location did not recognize him as the village representative in meetings. He was advised that the complaint is outside the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
239.	Benedeta Wangari Munga HUD/NYERI/M.IGC/062/258/24-MD	Female	Ministry of Interior and National Administration	No	Outside Mandate	Complainant alleged that her husband had sold a parcel of land without her consent and the purchaser had encroached on a parcel adjacent to hers. She reported the matter to the local Chief who directed her to pursue the issue in court. She sought the Commission's intervention to compel the chief to intervene and resolve the dispute. The complainant was advised that the complaint is outside the Commission's mandate.	File Closed
KENYA RAILWAYS CORPORATION							
240.	Kimani Njoroge CAJ/KRC/004/574/24-KC	Male	Kenya Railway Corporation	No	Outside Mandate	The complainant alleged that the Respondent's former employee who was employed in 1969 and served for 31 years before proceeding to retirement. Upon proceeding to retirement, he was not given any pensions dues by the Kenya Railway Corporation despite having served for 31 years. It was established that the matter was a subject of court proceedings hence outside the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
241.	Peter Mwangi Ndungu HUD/GPO/KRC/004/45/ 24-FN	Male	Kenya Railway Corporation	No	Outside Mandate	A complaint alleging that the respondent changed payment method from bank account to a till number. The matter is before the rent Tribunal. Complainant called and informed on our lack of jurisdiction on the matter. Matter rightly before the Rent Tribunal	File Closed

PUBLIC SERVICE COMMISSION

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
242.	Clarix Quinter Ogutu CAJ/PSC/016/220/24-KC	Female	Public Service Commission	No	Outside Mandate	The Complainant who is employed as a hairdresser TVET trainer, alleged that she was successfully hired as TVET trainer by the Public Service Commission following competitive recruitment. She was posted to Siala Technical Training Institute in October 2023 on probation of 6 months before confirmation. She alleged that she was not paid salary for the entire period she was on probation which was contrary to her terms of engagement. Upon follow up, the complainant confirmed that the matter TVET Authority was already seized of the matter.	File Closed

NATIONAL ENVIRONMENT MANAGEMENT AUTHORITY

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
243.	Jared Nyakundi Osoro HUD/GPO/NEMA/038/3 5/24-KC	Male	National Environment Management Authority (NEMA)	No	Outside Mandate	The complainant alleged that in the year 2021, he did a course called Environment Impact Assessment. After successfully completing the course, he went back to the said institution to get his certificate only to be informed that the regulations changed and that certificates are only given to candidates who have environment degrees. He was advised that his complaint is outside the Commission's mandate.	File Closed
THE NATIONAL TREASURY AND ECONOMIC PLANNING							
244.	James Kio Maweu CAJ/ELD/OM/040/VOL. 3 -FL	Male	The National Treasury and Economic Planning	No	Outside Mandate	The Complainant alleged dissatisfaction with the decision of Kenya Revenue Authority dismissing his objection to value added tax assessment for the December 2017 and December 2018. He was advised that the Complaint is outside the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF NANDI							
245.	Philip Kiplagat CAJ/ELD/NANDI/097/10 /24-FL	Male	County Government of Nandi	No	Outside Mandate	The Complainant alleged dissatisfaction with the decision of the Nandi County Public Service Board following a complaint of unfair treatment by the Chief Officer Physical Planning Nandi County in effecting his transfer to the Department of Trade. He was advised as a suit n the same is ongoing at the Eldoret Employment and Labour Relations Court.	File Closed
TEACHERS SERVICE COMMISSION							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
246.	Reuben Kipkemboi Kimutai CAJ/ELD/TSC/013/141/24-FL	Male	Teachers Service Commission	No	Outside Mandate	A complaint on allegations of dissatisfaction with the decision of TSC redeploying him as a Deputy Principal despite having served as a principal on grounds that his job grade D1 does not qualify for substantive appointment as a principal. The complainant advised as the remedy to the matter should be sought at the Employment and Labour Relations Court	File Closed
247.	CAJ CAJ/OM/7/246/24-IK	Group/Organization	Teachers Service Commission	No	Outside Mandate	The suo moto complaint relates to the issue of Junior Secondary School Teachers engaged by Teachers Service Commission as interns on unfair terms of employment. The same was addressed by the court.	File Closed

MINISTRY OF AGRICULTURE AND LIVESTOCK DEVELOPMENT

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
248.	Omanga Nyabwengi Advocates CAJ/M.AGRI/014/427/24-EMN	Group/Organization	Ministry of Agriculture and Livestock Development	No	Outside Mandate	This Complaint is addressed to the Kenya Tea Development Agency and copied to this Commission among others. The complainant alleged that he is the Respondent's shareholder but that the Respondent had stopped collecting his tea produce for processing. He was advised that his complaint is outside the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
249.	Serem Kiplagat CAJ/MMU/013/2648/24-EMN	Male	Maasai Mara University	No	Outside Mandate	The complainant alleged that he was the Respondent's employee and that the Respondent had unfairly terminated his services. He filed a suit in court challenging the same and that the Respondent's Vice chancellor convinced him to withdraw the suit on grounds that his services will be reinstated but that upon withdrawal, the respondent failed to reinstate him. He was advised that his complaint is outside the Commission's mandate.	File Closed
COUNTY GOVERNMENT OF KISII							
250.	Juhudi Africa CAJ/CG/KISII/070/30/24-EMN	Group/Organization	County Government of Kisii	No	Outside Mandate	The complainants invited the Commission to intervene in the impeachment motion of the Dr. Robert Monda. He was advised that the complaint is outside the Commission's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF NAIROBI							
251.	Robert Odundo CAJ/NCC/060/413/24-EMN	Male	County Government of Nairobi	No	Outside Mandate	The Complainant alleged that the he is the Respondent's retired employee and that the Respondent had failed to process and pay his gratuity. The same complaint is being addressed by Public Service Commission. He was advised that the complaint is outside the Commission's mandate	File Closed
SOCIAL HEALTH INSURANCE FUND (SHIF) (FORMERLY NHIF)							
252.	James Gathumbi CAJ/NHIF/012/678/24-EMN	Male	Social Health Insurance Fund	No	Outside Mandate	The complainant alleged that the Respondent paid his deceased father's benefits to an unknown person. He was advised to get letters of Administration of his father's estate and follow up with the Respondent.	File Closed
DIRECTORATE OF OCCUPATIONAL SAFETY AND HEALTH SERVICES							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
253.	Muraya Kimani & Co., Advocates CAJ/DOSH/017/898/24- JMM	Group/Org anization	Directorate of Occupational Safety and Health Services	No	Outside Mandate	The Complainant alleged that DOSH has refused to act on a Court Order that they obtained in Court. The matter is still pending in court. The Complainant was advised that the complaint is outside the Commission's mandate	File Closed

CHEMELIL SUGAR COMPANY

254.	Joseph Chesumei Koros CAJ/KSM/PE/040/477/2 4 –AO	Male	Chemelil Sugar Company	No	Outside Mandate	The Complainant alleged corruption at Chemelil Sugar Company which matter was reported to Ethics and Anti-Corruption Commission and allegation of illegal occupancy of office which matter was active before court in an uncited case.	File Closed
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KENYA MARITIME AUTHORITY

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
255.	Prestige Management Solutions CAJ/KMA/138/6/24-FN	Group/Organization	Kenya Maritime Authority	No	Outside Mandate	A request for interpretation of terms directed to the office to the Attorney General, regarding Kenya Maritime Data Bank's notice of expression of interest for consulting services issued on 14th December 2023.	File Closed
CLOSED - REFERRAL							
OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS (ODPP)							
256.	Kenya Coast Tourist Association CAJ/ODPP/027/335/24-SK	Male	Office of the Director of Public Prosecutions	No	Outside Mandate	complaint alleging failure by the Director of Public Prosecutions to initiate prosecution proceedings against suspects who were alleged to have attacked Pinewood Beach Resort Hotel in Diani. Referred to ODPP for resolution	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
257.	Kathurima & Mungui Co Advocates CAJ/ODPP/027/325/24-SCK	Group/Organization	Office of the Director of Public Prosecutions	No	Unlawful Official Conduct	The complainant alleged that the prosecutors in Criminal case number 1168 of 2017 Republic vs Kamau Mucuha had mishandled the case. Complainant advised accordingly.	File Closed
258.	Andrew Khaseke CAJ/ODPP/027/322/24-SCK	Male	Office of the Director of Public Prosecutions	No	Unlawful Official Conduct	The complainant alleged that the decision to terminate Busia criminal case no 61/2024 and crime file OB no 14/09/02/24 on grounds that the matter was mainly civil relating to succession was erroneous. The complaint was addressed to the Office of the Director of Public Prosecutions, thus the complainant was advised to provide an update.	File Closed
MINISTRY OF HEALTH							
259.	Joseph Tanui CAJ/CG/NANDI/097/15/24-JMM	Male	Ministry of Health	No	Outside Mandate	The Complainant alleged that there was corruption being exhibited at Kapyemit Health Centre. Matter referred to EACC	File Closed
MAMA LUCY HOSPITAL							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
260.	1355. Kevin Shitiabai Tuti CAJ/M.HEA/012/661/24 -JMM	Male	Ministry of Health	No	Outside Mandate	The complainant alleged that on 17th November 2023 he lost his wife and new born baby at Mama Lucy Hospital due to professional negligence of Doctors and Nurses.	File Closed
PRIVATE ENTITY							
261.	Mathew Onyango Ocholla CAJ/KSM/OM/040/VOL 11 2023 -AO	Male	Private Entity	No	Outside Mandate	A complaint alleging failure on the part of M/S Mwamu Advocate to pay the complainant the court award as received in employment matter as Counsel on record. Complainant is desirous for disciplinary action to be taken. Matter referred to Advocates Complaint Commission.	File Closed
262.	Lilian Kawira HUD/GPO/NRB/040/92- SK	Female	Private Entity	No	Outside Mandate	A complaint of child custody wherein the complainant's three children were given to her former husband and the second wife. referred to FIDA Kenya for resolution.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
263.	Dorcas Makena ISI/HUD/PE/040/022/24-KWK	Female	Private Entity	No	Outside Mandate	The Complainant alleged that her grandmother procured services of Kiogoro Advocates to file a succession matter on her behalf. She paid Kshs. 80,000 as legal fees but the advocate failed to file the matter in Court and declined to refund the legal fees. Complainant referred to the Advocates Complaint Commission which has mandate over the matter.	File Closed
264.	Sabina Mwonjiru M'Aita CAJ/ISI/PE/040/197/24 - KWK	Female	Private Entity	No	Outside Mandate	The complainant alleged that she filed a succession case to a lower court but lost and appealed to ELC as case No. 121 of 2019, which appeal she lost. She requested for legal aid services from the commission so as to pursue the matter at the appellate court. The complainant was referred to Kituo Cha Sheria to seek legal aid.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
265.	Benson Lemara CAJ/PO/040/2809/24-EMN	Male	Private Entity	No	Outside Mandate	The Complainant alleged that he had instructed an advocate to file suit and your mother attended court severally. We further note that the accident motor vehicle was insured by BlueShield Insurance. He was referred to the Insurance Regulatory Authority	File Closed
266.	Baithombe M'maitera CAJ/PE/040/2777/24 – FN	Male	Private Entity	No	Outside Mandate	A complaint alleging that an advocate in a court matter has failed to update or advise the complainant who was his client (no further particulars given). Matter referred to Advocates Complaint Commission.	File Closed

NATIONAL TRANSPORT AND SAFETY AUTHORITY

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
267.	Anonymous ISI/HUD/M.TRA/004/001/ 24-KWK	Unkown	National Transport and Safety Authority(NTSA)	No	Outside Mandate	The Complainant alleged that the Authority's officers in Meru did not approve logbook transfers online and that they required individuals to visit their offices where they were required to pay an extra Kshs. 2000 which they referred to as facilitation fee. Complaint referred to the Ethics and Anti-Corruption Commission.	File Closed
NATIONAL POLICE SERVICE							
268.	Ibrahim Idd Mayumbe & Kevin Wandera For Kibera Community CAJ/NPS/015/4389/202 4-KC	Group/Organization	National Police Service	No	Outside Mandate	The Complainant alleged police complicity and inaction against rogue Matatu drivers plying the Langata link road, particularly drivers belonging to the Killeton Sacco who drive on the wrong side and operate an illegal stage at Mashimoni village. They stated that despite reporting and police presence, no action had been taken. Advised to lodge their complaint at Internal Affairs Unit for further assistance	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
269.	Moses Nkoimo HUD/GPO/NPS/015/220 /2024-KC	Male	National Police Service	No	Outside Mandate	The complainant alleged that the police at Kilgoris Police Station under the supervision of the Officer Commanding Police Division (OCPD), the Officer Commanding Kilgoris Police station as well as the DCIO oversaw the illegal harvesting of maize fields purporting to execute an order which he was not party to as an estate of Stanley Nkoimo. Advised to avail sufficient particulars and follow up on the matter through the Internal Affairs Unit for further assistance	File Closed
270.	Kio Cha Jamii CBO CAJ/NPS/015/4394/202 4-KC	Group/Organization	National Police Service	No	Outside Mandate	The complainant alleged police inaction into several incidents of theft that had occurred on diverse dates and reported at Pap Onditi police station vide the OB No. 14/07/12/2023 by Lucy Roma Awino on behalf of the organization. The matter referred to Internal Affairs Unit for redress through internal channels.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
271.	Gatura Waweru & Co. Advocates o/b Evah Muthoni Muriuki CAJ/NPS/015/4404/24-KC	Group/Organization	National Police Service	No	Outside Mandate	The complainant sought to know the status of police investigation into a sexual and gender-based violence case reported by their client Evah Muthoni Muriuki at Kasarani police station on different occasions vide OB 77/12/01/2022, OB No. 117/15/06/2023 & OB No. 1110/14/12/2023. The matter referred to Internal Affairs Unit for redress through internal channels.	File Closed
272.	Limo R. K. & Co o/b Gladys Njeri, Ruth Wanjiru & Carolyne Wanjiku Kuria CAJ/NPS/015/4423/2024-KC	Group/Organization	National Police Service	No	Outside Mandate	The complainant alleged inaction at Kapsoya Police Station to conclude investigations and take appropriate action in assault incidents reported vide OB No.s 14/12/03/2024, 27/11/3/2024 and 33/11/3/2024. The complainant claimed that since reporting, there had been no action nor arrests effected. The complaint referred to Internal Affairs Unit for redress through internal channels.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
273.	Muiruri Cheserek & Co. Advocates o/b Peter Karanja Gichuru & Another CAJ/NPS/015/4429/24-KC	Group/Organization	National Police Service	No	Outside Mandate	The Complainant alleged inaction at Kamukunji Police Station into an assault case reported vide OB number 17/3/12/2023 despite supplying the police with the whereabouts of the suspect. The Complainant was referred to the Internal Affairs Unit for redress through internal channels.	File Closed
274.	Zacharia Kiragu Wanjiku HUD/GPO/NPS/015/230/24-KC	Male	National Police Service	No	Outside Mandate	The complainant alleged police harassment of his mother Alice Wanjiku who was arrested on 21/12/2023 by Juja Police DCI and detained at Gatundu Police Station concerning a family dispute over land. He claimed that the arrest was engineered so as to enable his step-father to access the title deed and other documents for purposes of selling the land. The Complaint was referred to Internal Affairs Unit for further advice and assistance.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
275.	Anonymous HUD/NKR/POL/015/63/2 4-MM	Female	National Police Service	No	Unresponsive Official Conduct	A complaint on allegations of failure by Gathioro Police Station, Nakuru County to address their complaint on noise pollution by an entertainment joint known as Commuter Lounge by playing loud music depriving them quiet enjoyment of their property. Complainant was referred to the National Environmental Management Authority (NEMA on 9/7/2024 for the resolution of the matter.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
276.	Richard Chuma CAJ/ELD/POL/015/213/ 24-MM	Male	National Police Service	No	Injustice	A complaint on allegations of failure by Huruma Police Station, Uasin Gishu County to update him on the outcome of the investigations to a defilement case occasioned to her daughter by a person known to her that he reported at the Station. He further alleges that the daughter was impregnated as a consequence of the defilement and has since delivered the child. Complainant was referred to IPOA on 22/2/2024 for the resolution of the matter.	File Closed
277.	Johana Rotich CAJ/ELD/POL/015/214/ 24-FL	Male	National Police Service	No	Delay	A complaint on allegations that the Kabarnet Police Station, Baringo County failed to refund him his cash bail of Kshs. 10,000/= that he paid upon his arrest despite the failure to charge him in court. Complainant was referred to the OCS Kabarnet Police Station on 23/2/2024 for the resolution of the matter	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
278.	Bernard Mbaka Njagi CAJ/NPS/015/441/24-JMM	Male	National Police Service	No	Inaction	The complainant alleges that he made a report on malicious damage to property at Kiritiri Police station but no action was taken. Matter referred to Internal Affairs Unit (IAU)	File Closed
279.	KAGNA & Advocates on behalf of Francis Xavier Otieno CAJ/KSM/POL/015/679/24-AO	Group/Organization	National Police Service	No	Unresponsive Official Conduct	A complaint against OCS Gita Police Station Kisumu on alleged failure to produce the police case file no. 630/2024 (OB number 12/02/01/2024) in court for the purposes of charging the accused persons. Complaint addressed to the right office. Complainant was advised to allow the respondent to respond failure to which they may revert to the Commission.	File Closed
280.	Nyando Human Rights Advocacy & Development Network CAJ/KSM/POL/015/689/24-AO	Group/Organization	National Police Service	No	Inaction	Complaint letter addressed to the OCPD, Muhoroni Sub County on cases of assault and malicious damage to property reported under OB.No. 05/30/4/2023. Upon review the matter was addressed to the right office. complainant advised to allow the respondent to take cation in the first instance	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
281.	Bryan Yongo CAJ/NPS/015/4430/24-SCK	Male	National Police Service	No	Manifest Injustice	The Complainant addressed the complaint to the ODPP. He alleged that he was arrested on the 20th of April 2024 on allegations of cyber harassment. He was then presented before court where the arresting officer made application to hold him longer and orders were granted to hold him for 4 more days. He argues that those orders were unconstitutional as he had not been charged. Complainant advised accordingly.	File Closed
282.	Susan Kendi ISI/HUD/POL/015/013/24-KWK	Female	National Police Service	No	Delay	The Complainant alleged that her son was a student at the Jomo Kenyatta University of Science and Technology when he was killed on his way to school. She received a call from an unknown caller who indicated that her son was dead. She travelled to Nairobi from Isiolo to trace her son's body to no avail. She reported the matter at Makutano and Sagana Police Stations but no investigations have been made. Matter referred to Internal Affairs Unit	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
283.	Moses Odawa & co. Advocates CAJ/NPS/015/4420/24- WK	Group/Org anization	National Police Service	No	Unresponsive Official Conduct	The complainant alleged delay/refusal by the police to arrest and prosecute a suspect who already admitted to vandalism and theft. Complainant advised to follow-up with the Internal Affairs Unit.	File Closed

COUNTY GOVERNMENT OF MIGORI

284.	Okore Otuoma & Co Advocates o/b Marvin Omondi Ngei CAJ/CG/MIGORI/108/2 1/24-KC	Group/Org anization	County Government of Migori	No	Outside Mandate	The complainant alleged theft and blatant embezzlement of public funds at Migori County Assembly in FY 2022-2023 which was also reported by the Controller of Budget and hence sought action from the Ethics & Anti-Corruption Commission against the concerned public officers. The Complaint was referred to the Ethics and Anti-Corruption Commision.	File Closed
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No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF NAIROBI							
285.	Kileleshwa Ward Association CAJ/CG/NRB/060/407/2024-KC	Group/Organization	County Government of Nairobi	No	Outside Mandate	<p>The Complaint is addressed to the office of the CEC, Land & Urban Planning under the County Government of Nairobi</p> <p>The complainant alleged that they raised an objection to the proposed change of land use and high-rise development on LR. No. Nairobi/Block 21/161 situated along Kandara Road, Kileleshwa, Nairobi County. He was advised that it is addressed to the entity mandated to handle it.</p>	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
286.	Anonymous vs CG of Nairobi CAJ/CG/NRBI/060/409/24-SK	Unkown	County Government of Nairobi	No	Inefficiency	A complaint of failure by Nairobi City County to investigate and take action in a complaint alleging installation of offensive posters intended at promoting immorality in Kilimani Area, Nairobi. Matter rightfully addressed to proper office	File Closed
287.	Abraham Kiwure CAJ/CG/NRBI/060/411/24-WK	Male	County Government of Nairobi	No	Unresponsive Official Conduct	The complainant alleged that 2 individuals had grabbed public land at Mugoini ward in Langata. The complainant was advised to pursue the matter with the Ethics and anti-corruption Commission.	File Closed

MINISTRY OF EAST AFRICAN COMMUNITY (EAC), THE ASALS AND REGIONAL DEVELOPMENT

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
288.	Richard Kering CAJ/M.EAC/073/19/24-KC	Male	Ministry of East African Community (EAC), the ASALS and Regional Development	No	Outside Mandate	The complainant alleged delay at the State Department of ASALS to implement Public Service Commission of Kenya circular on my promotion among other colleagues vide letter dated 29th November 2023 Ref: EMCS/2/1/ (3). He alleged that there was deliberate delay by the HR office which might have disadvantaged him and other colleagues. He was advised to pursue the matter through internal channels as it had been lodged prematurely.	File Closed

MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
289.	Albanus Kioko Paul HUD/MAK/M.IGC/062/3 09/2024-KC	Male	Ministry of Interior and National Administration	No	Outside Mandate	The complainant alleged that he went to chief, Thongoni location in Makueni County where he sought for assistance on a land sub-division matter but the Chief demanded for Kshs 15,000 which he paid via M-pesa. However, the Chief failed to assist him settle the land matter and hence, sought for refund of the amount paid. He was advised to pursue matter through the Ministry of Interior for redress through internal channels.	File Closed
290.	Shaban Mwahui CAJ/MSA/IGC/062/365/ 2024	Male	Ministry of Interior and National Administration	No	Outside Mandate	A complaint letter addressed to the Regional Coordinator of Coast alleging that the current Deputy County Commissioner has not implemented a previous ruling regarding a land dispute that was settled by the former Kinango Deputy County Commissioner. As a consequence, the land is being sold to other parties. He was advised to pursue matter through the internal channels Ministry of Interior	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
291.	Donald Weche Ashindu CAJ/M.IGC/062/1528/24-KC	Male	Ministry of Interior and National Administration	No	Outside Mandate	The Complainant alleged interference by the Chief, Kibra location by refusing to allow him re-open his stall at Toi market where he operates a second-hand shoes business. He stated that he was assaulted by his business rivals and eventually, the matter was filed in Kibera law court and concluded. However, he claimed that the chief had ganged with his rivals to deny him access to his stall. Complainant advised to seek redress through internal channels at the Ministry of Interior.	File Closed
JUDICIARY							
292.	Macharia Alex CAJ/JUD/001/2693/24-KC	Male	Judiciary	No	Outside Mandate	The complainant alleged delay at Milimani Small Claims Court to issue a decree in Case No. SCCCOMM E.551 of 2024 Alex Macharia Vs Ruth Wangui Mwangi since 5th March 2024 when the judgment was delivered. Despite several follow up at the registry, the decree had not been issued thereby frustrating execution. The Complaint was referred to the Office of Judiciary Ombudsman for redress through internal channels.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
293.	Mary Rita Murangi Ileri HUD/ NYERI/JUD/ 001/ 219/2024-KC	Female	Judiciary	No	Outside Mandate	The complainant alleged delay at the High Court, Embu in Appeal No. E.066 of 2022 before Hon. Judge Lucy Njuguna to deliver a ruling since May 2022. She was advised that the Complaint is outside the Commission's mandate and referred to the Office of Judiciary Ombudsman for redress through internal channels.	File Closed
294.	Amina Mohamed Siba CAJ/JUD/001/2709/202 4-KC	Female	Judiciary	No	Outside Mandate	The complainant alleged delay at Marsabit law court to hear and determine ELC CASE No. E001 of 2022. They advised that the Complaint is outside the Commission's mandate and referred to the Office of Judiciary Ombudsman for redress through internal channels.	File Closed
295.	Isaac Ochwang Nyakundi HUD/GPO NRB/JUD/001/216/23- MD	Male	Judiciary	No	Outside Mandate	The Complainant sought to establish the court which was handling his matter in Kibera Law Courts. He was duly advised to visit the Office of Judiciary Ombudsman for further assistance.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
296.	David Rugut CAJ/ELD/JUD/001/168/ 24-MM	Male	Judiciary	No	Outside Mandate	A complaint on allegations of missing court file for Eldoret High Court Succession Cause Number 238 of 2001. Complainant was referred to the Deputy Registrar Eldoret High Court on 13/2/2024 for Resolution of the matter.	File Closed
297.	Kirinyaga Kutus Residents CAJ/JUD/001/2682/24- FN	Group/Org anization	Judiciary	No	Inefficiency	A complaint alleging that Judicial Officers in Gichugu Law Courts have failed to carry out their mandate in relation to illicit brewers in the area. Matter referred to the Judicial Service Commission.	File Closed
298.	Joseph Mbaabu Mung'athia CAJ/JUD/001/2688/24 - FN	Male	Judiciary	No	Ineptitude	A complaint alleging that the Magistrate, Prosecutor and Court clerk in Court no 5 in Maua Law Courts have been engaging in unprofessional conduct in discharge of their duties in the Criminal Case No. E439/22 where they denied him fair hearing in particular the right to cross-examine witnesses and has deliberately postponed the hearing of the case severally. Matter referred to the Judicial Service Commission	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
299.	Johanna Owuoth Noel CAJ/KSM/JUD/611/24-AO	Male	Judiciary	No	Delay	Complainant alleged delay in hearing and determination of an uncited appeal. Upon follow-up it was noted that no appeal had been filed. Complainant therefore sought pro bono legal service and was referred to Christian Legal Education Aid and Research (CLEAR) .	File Closed
300.	Joseph Kariuki Mathenge CAJ/MSA/JUD/001/574/2024	Male	Judiciary	No	Delay	A complaint of alleged delay by Kitale Law Courts to issue him with a copy of court proceedings of the case Kitale CMCC No. 484 of 2021; Joseph Kariuki Wathenge vs. Alice Nyambura despite formally requesting and paying requisite fees on 20th February 2024. Matter referred to the Judiciary Ombudsman	File Closed
301.	Bonbegi & Co. Advocates CAJ/JUD/001/2691/24-WK	Group/Organization	Judiciary	No	Inefficiency	The complainant wrote to the Deputy Registrar, Environment and Land Court Division and copied the Commission requesting for a missing court file for High court land case No. 303 of 1984. Referred to the Judiciary Ombudsman.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
302.	Kibatia & Co. Advocates CAJ/JUD/001/2712/24- MD	Group/Org anization	Judiciary	No	Outside Mandate	The complainant alleged that the case file in Nyahurur Criminal Case Number 1670 of 2018 had been missing and the registry staff had offered no assistance to remedy the situation. The Complainant sought that the judiciary employ efforts and resources to find the file. The matter was referred to the judiciary ombudsman for resolution.	File Closed
OFFICE OF THE JUDICIARY OMBUDSMAN							
303.	Richard Ombati Ratemo CAJ/OJO/001/2303/24- MD	Male	Office of the Judiciary Ombudsman	No	Outside Mandate	The complainant alleged inefficiency on the part of the judiciary in respect of Machakos High Court Civil Case E013 of 2023. He alleged that there was a miscommunication by the registry which denied him the right to appeal within the window provided in law. The Complainant was advised that the complaint is outside the Commision's mandate.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
PUBLIC OFFICER							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
304.	Sandra Matumbai CAJ/PO/047/716//2024-KC	Female	Public Officer	No	Outside Mandate	The complainant alleged that a public official at Nakuru Water & Sanitation Services Company (NAWASSCO) was rude to her when she followed up on a case of theft of a water meter. She alleged that the official went to her home and removed the meter and told them to return it where they purchased it. While removing it, the official threatened to open their sewage and return it back to their toilets. Complainant advised to lodge the complaint formally to the Company's management for redress through internal channels.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
305.	Miller Nyakeri CAJ/PO/047/679/24-KC	Male	Public Officer	No	Outside Mandate	The complainant raised several issues against the Principal of Maseno High School ranging from abuse of office, subtle intimidation, tribalism and flouting of right to access to information. He claimed that he had suffered personal injustice, hardship and financial loss because of the illicit actions and the utter lack of legitimate action by the Principal. The complaint was referred to Ministry of Education for redress through internal channels.	File Closed
306.	AGGRIEVED RESIDENTS OF MATIHA SUB-LOCATION - NAVAKHOLO SUB-COUNTY CAJ/PO/047/727/21-FN	Group/Organization	Public Officer	No	Inaction	A complaint alleging inaction on the part of public officers within the Western Region (unclear complaint). Matter referred to the State Department of Interior, Ministry of Interior & National Administration	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
307.	Wilson Nganga Kabiria CAJ/PO/047/750/24-FN	Male	Public Officer	No	Outside Mandate	<p>A complaint alleging that the respondent charged him in court in a matter concerning land. He alleges that the charge sheet is does not disclose offense under Penal code.</p> <p>Complaint addressed to the National Land Commission and Ethics and Anti-Corruption Commission with us in copy.</p>	File Closed
308.	Habiba Thairora M'wika CAJ/PO/047/747/24	Female	Public Officer	No	Manifest Injustice	<p>The complainant alleged that her house was demolished during the exercise of clearing riparian lands, and that the Assistant chief deleted her name from the list that was to receive Government Benefits. Complainant advised to seek redress through internal mechanisms of the Ministry of Interior.</p>	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
309.	Jibril Ali Fanke CAJ/PO/047/734/24-WK	Male	Public Officer	No	Unlawful Official Conduct	The complainant alleged that his life was being threatened by a police officer because of theft of his phone Nokia C32. Complainant referred to the National Police Service-Internal Affairs Unit.	File Closed
UNIVERSITY OF NAIROBI							
310.	Mare Otinga Kevin CAJ/UON/013/2731/24-KC	Male	University of Nairobi	No	Outside Mandate	The complainant raised several issues against the University's management concerning the sorry state of academic affairs at the Institution which he alleged was attributable to the prevalence of a systemic and endemic abuse of office by the office of the Deputy Vice Chancellor, Academic Affairs. He was advised to pursue matter through the Ministry of Education as he had already addressed the CS.	File Closed
DIRECTORATE OF CRIMINAL INVESTIGATIONS							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
311.	Mohamed Hassan Maalim HUD/GPO/DCI/015/227/2024-KC	Male	Directorate of Criminal Investigations (DCI)	No	Outside Mandate	The complainant alleged delay at Shauri Moyo Police station to conclude investigations into a case of fraud reported vide OB No. 61/21/2/2024. The Complaint was referred to Internal Affairs Unit for redress through internal channels	File Closed
312.	Mundui Murai Advocates CAJ/DCI/015/4418/24-MD	Group/Organization	Directorate of Criminal Investigations (DCI)	No	Outside Mandate	The Complainant alleged that DCIO Karen had refused to charge and arrest two suspects with Conspiracy to defraud contrary to section 317 of the penal code, obtaining money by pretenses contrary to section 313, and making a false document contrary to section 347 as read with section 349 of penal code despite numerous complaints and follow-ups. The letter was written to DCI and copied to us. The Complainant was advised to follow up on the matter with DCI and update us on the outcome.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
313.	I.N. Nyaribo & Co. Advocates CAJ/DCI/015/4419/24- MD	Group/Organization	Directorate of Criminal Investigations (DCI)	No	Outside Mandate	<p>This complaint is addressed to the Respondent and copied to this Commission. The Complainant alleged that DCI summoned their client one Hon. James Ndung'u Gethenji over Kigingo Village Waridi Gardens Management Limited BRS changes. They demanded that DCI disclose who the complainant was for ease of reference indicating that their client was subjected to endless criminal cases concerning the same issue.</p> <p>The Complainant was advised that DCI was the right institution legally mandated to redress the issue.</p>	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
314.	F.Ndar Omollo Associates and Advocates CAJ/DCI/015/4448/24-SCK	Group/Organization	Directorate of Criminal Investigations (DCI)	No	Unresponsive Official Conduct	The complainant acting on behalf of their client Hon. Samsom Olima Obonyo, alleged that on 19/7/2023 they lodged a request with the police to investigate suspected fraudulent financial transactions by the Migori County Assembly Board and its accounting officer. That the police did not take action on the matter. The Complainant was advised to follow up on the matter with DCI and update us on the outcome.	File Closed
OFFICE OF THE ATTORNEY GENERAL							
315.	Joram Kanyua kago CAJ/GOK/048/66/24-EMN	Male	Office of the Attorney General	No	Outside Mandate	This Complaint is addressed to the Attorney General and copied to this Commission amongst other entities. The Complainant requested for a report on the bill of rights more particularly articles 45,53,55 and 57 of the Constitution. He was advise that the office of the Attorney General to whom this letter is addressed is best placed to address the issues raised in your Complaint.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
MINISTRY OF MINING, BLUE ECONOMY AND MARITIME AFFAIRS							
316.	Anonymous CAJ/M.MIN/084/16/24-EMN	Unkown	Ministry of Mining, Blue Economy and Maritime Affairs	No	Outside Mandate	The complainant alleged that the Principal Secretary at the State Department of Blue Economy was corrupt and highhanded. The Commission could not reach the Complainant for clearer details so as to address the complaint.	File Closed
KENYA PRISONS SERVICE							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
317.	Hosea Ashombe Ikaroro CAJ/KPS/002/179/24-EMN	Male	Kenya Prisons Service	No	Outside Mandate	The complainant alleged that he is a nurse working with the Respondent at the Kamiti Maximum Prison. He alleged a discrepancy between his salary and allowances and that of his civilian colleagues. The complaint was referred to the Salaries and Remuneration Commission.	File Closed

COUNTY GOVERNMENT OF BARINGO

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
318.	Vincent Mabatuk CAJ/ELD/CG/BARINGO /095/3/24-FL	Male	County Government of Baringo	No	Corruption	A complaint on allegations of corruption by the Baringo County Assembly Clerk. The Complainant alleged that the Clerk aided in the grabbing of a public land Number Lembus/Kiptoim LR NO. 246 where his father has now built permanent structures therein. Complainant was referred to EACC on 4/7/2024 as the matter regards corruption.	File Closed
NATIONAL GOVERNMENT CONSTITUENCY DEVELOPMENT FUND							
319.	Anonymous CAJ/NGCDF/008/282/24 – FN	Unkown	National Government Constituency Development Fund	No	Outside Mandate	A complaint alleging that alleges that the funds amounting to Ksh. 3,000,000 that were allocated for use at Samba Primary School were diverted and not applied to the intended use. Complainant referred to NGCDF and EACC	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
UNIVERSITY OF ELDORET							
320.	Job Okebiro For Hellen Nyanchama Ateka CAJ/UOE/013/2726/24-FN	Male	University of Eldoret	No	Unfair Treatment	complaint alleging that the respondent was unfair to Hellen Nyamachama who was an employee of the Respondent and retired. She wrote to the respondent to be considered as a PWD. She was informed that she needed to have been declared a PWD 3 years before retirement. Matter referred to Public Service Commission.	File Closed
MINISTRY OF LABOUR AND SOCIAL PROTECTION							
321.	Kennedy Owiti Kiuvu HUD/GPO/NRB/M.LAB/017/106/24-FN	Male	Ministry of Labour and Social Protection	No	Outside Mandate	A complaint alleging that the respondents have refused to dissolve two entities claiming to be trade unions. Complainant advised that the matter is outside mandate and that he may approach the Registrar of Trade Unions and lodge complaint. Complainant advised to seek available legal remedies.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF KISII							
322.	Elijah Bosire Menga CAJ/CG/KISII/070/31/24 – FN	Male	County Government of Kisii	No	Unresponsive Official Conduct	A complaint alleging that the complainant has been an employee of Kisii County from 2013 and received a promotion in 2019. That after confirmation of his promotion he received salary for only 3 months after which his salary reverted to the amount payable in his previous position. He took the matter to court but case was dismissed for non-exhaustive of internal remedies within PSC.	File Closed
PENSIONS DEPARTMENT							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
323.	Robert Mabonga Wanjala CAJ/PEN/000/1588/24-JMM	Male	Pensions Department	No	Delay	The Complainant alleges that the Pensions Department have declined to process their father's pension dues. We advised that they need to report about death of the pensioner first as they were drawing pensions without informing the department about their father's death. Matter referred for resolution to the Pension Department.	File Closed
PUBLIC SERVICE COMMISSION							
324.	Concerned Officers of Public Service Commission CAJ/PSC/016/224/24-JMM	Group/Organization	Public Service Commission	No	Unfair Treatment	The Complainant alleges that Public Service Commission recruited some staff without following the competitive recruitment procedure. Complainant advised to lodge formal complaint with the PSC.	File Closed
NATIONAL LANDS COMMISSION							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
325.	Jimmy Luka Parnyyumbe CAJ/NLC/022/2479/24- JMM	Male	National Land Commission (NLC)	No	Unfair Treatment	The complainant alleges that National Land Commission has failed to compensate him after compulsory acquisition of his land. Complainant advised to lodge appeal to the NLC	File Closed
326.	Esha Awadhi Jaro CAJ/MSA/M.LAN/022/3 42/2024	Female	National Land Commission (NLC)	No	Delay	A land dispute which was submitted to the Kenya National Commission on Human Rights in 2016. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
327.	Samwel Odero CAJ/KSM/M.LAN/022/47 5-WT	Male	National Land Commission (NLC)	No	Abuse of Power	Complaint addressed to the National Land Commission regarding the conduct of an investigator in the Kisumu National Land Commission office. The complainant sought to have the Investigator stop investigating a case involving his parcel of land stating the land was private and not public land. Complainant advised to make appeal to and allow the Chairperson of the National Land Commission to handle the matter.	File Closed
TEACHERS SERVICE COMMISSION							
328.	Vincent Kiptoo Ngetich CAJ/TSC/013/2690/24- JMM	Male	Teachers Service Commission	No	Delay	The Complainant alleges that he was employed on permanent and pensionable terms on 4th January 2021 as a teacher and posted at Wajir west subcounty, TSC No. 827589. He was paid half salary for the months of January, February, March and April 2021. He has been making a follow up without any success. Matter referred to TSC for resolution.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
329.	Nimrod J. Mwakitwa Mrashui CAJ/HUD/WND/TSC/01 3/10/2024	Male	Teachers Service Commission	Yes	Administrative Injustice	A complaint that he is a teacher at TSC since 1993 and avers he has been in one job group for his whole service. The complainant furthers that this is discriminatory since he has a disability. He was advised to lodge complaint with the TSC for resolution through internal channels.	File Closed
RETIREMENT BENEFITS SOCIETY							
330.	Catherine Wanjiru Kariuki CAJ/RBA/000/1602/24- JMM	Female	Retirement Benefits Authority	No	Inaction	The complainant alleges that he had a child with a beneficiary of a retirement scheme and that she has been making a follow up of the child's benefits without success. Matter referred to the RBA for resolution.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
Kenya Rural Roads Authority (KERRA)							
331.	John S.M Ntabo CAJ/KSM/KeRRA/006/1 9/24-AO	Male	Kenya Rural Roads Authority (KERRA)	No	Unresponsive Official Conduct	Complainant alleged failure on the part of the respondent to address issues raised regarding the routine maintenance and spot improvement of the Nyabigege Market-Nyamue-Tabaka Road. Following an inquiry, KeRRA responded and stated that they came in to improve the road, awarded the contract and works were concluded and the road reverted back to County Government of Kisii . Complainant advised to initiate the matter with County Government of Kisii with KeRRA undertaking to assist in the event that they get funding.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF MURANG'A							
332.	Gitutho Associates CAJ/C.G/MURANGA/11 6/30/24-MD	Group/Organization	County Government of Murang'a	No	Unresponsive Official Conduct	The Complainant, through a letter addressed to Murang'a County Ineligible Bills Committee, alleged that the County failed to settle pending fees on account of professional services rendered to Murang'a County Government. Complainant referred to the County Government of Murang'a for followup	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL POLICE SERVICE COMMISSION							
333.	Boniface Cherwa Amila CAJ/NPS/015/4439/24- MD	Male	National Police Service Commission	No	Manifest Injustice	The Complainant alleged that he was dismissed from service on grounds of desertion of duty and was subsequently charged in a criminal case and acquitted. The court directed that he be reinstated and the same was not effected as he had not served the employer with the order. The complainant was referred to NPSC as the complaint was premature.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF MOMBASA							
334.	Jackson Ogwayo CAJ/MSA/CG/MSA/068/164/2024	Male	County Government of Mombasa	No	Abuse of Power	A complaint that he was a tenant of a stall belonging to a nominated MCA (in this capacity as "an investor") that were built on a road reserve. On the 25th September 2023 he was coerced to sign an agreement that he would vacate the property within 3 hours. After the three hours, he was evicted and his belongings damaged in the process. Complainant advised matter is outside mandate and referred to the Rent Tribunal	File Closed
MINISTRY OF EDUCATION							
335.	Anonymous CAJ/M.EDU/013/2721-WK	Unkown	Ministry of Education	No	Unlawful Official Conduct	The complainant wrote a letter to the Public Service Commission and copied the Commission alleging irregular deployment of Quality Assurance Officers in the State Department for Basic Education. Complainant advised to wait the outcome of the Public Service Commission.	File Closed
NZOIA WATER SERVICES COMPANY (NZOWASCO)							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
336.	James Mwangi CAJ/CG/TRANSNZOIA/1 13/18/24- WK	Male	Nzoia Water Services Company (NZOWASCO)	No	Unlawful Official Conduct	The complainant alleged corruption activities at the company. Complainant referred to the Ethics and Anti-corruption Commission.	File Closed
ISIOLO COUNTY REFERRAL HOSPITAL							
337.	Adan Heri Perera CAJ/ISI/CG/ISIOLO/049/ 129/24 - KWK	Male	Isiolo County Referral Hospital	No	Unlawful Official Conduct	The Complainant alleged that his sick mother was not receiving proper care at the Isiolo General and Referral Hospital. That his mother was bedridden and required special attention including but not limited to changing of pampers and feeding. He noted that there were no nurses that were offering these services to his mother and that his request to stay at the hospital to take care of her was declined. Matter referred to the Medical Superintendent at the Isiolo Referral hospital.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status

ADVOCATES COMPLAINTS COMMISSION

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
	Henry Oluoch Onyango CAJ/A.C.C/001/2697/24 -SCK	Male	Advocates Complaints Commission	No	Delay	The Complainant alleged that he lodged a complaint with the Advocates Complaint Commission on 14/2/2023 against an Advocate. The ACC acknowledged the receipt of the complaint in a letter dated 23/2/2023 and that the complainant proceeded to forwarded all requisite document. The complaint states that the matter is still pending with the Commission and seek intervention to have the same concluded. The Complainant advised to follow up with the Advocates Complaints Commission.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
CLOSED- LAPSE							
COUNTY GOVERNMENT OF TANA RIVER							
338.	FRIDAH KAWIRA CAJ/GSA/C.G.T/059/01 /24-AH	Female	County Government of Tana River	No	Inefficiency	The complainant alleged that the Tana River County Referral Hospital doctors asked her to buy her medicine from outside while she was giving birth to her baby. We contacted the complainant on several occasions to send us the records of that particular treatment session but she did not. Without evidentiary support, the office was reluctant to go on a fishing expedition.	File Closed
339.	ABDALLA MARO JILO CAJ/GSA/C.G.T/059/02 /24-AH	Male	County Government of Tana River	No	Inefficiency	The complainant alleges that he faces chronic water shortage and the Department of water does not care. We asked the complainant to give specifics details for proper follow up. The office did not get any response.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
340.	HELEN GATHAMBI CAJ/GSA/C.G.T/059/03 /24-AH	Female	County Government of Tana River	No	Ineptitude	The complainant alleges that while she was giving birth at the Hola Referral Hospital, she was mishandled by the doctor resulting in her miscarriage. She wants the doctors to be held accountable. We asked for the details of the doctors in question but none was provided and the matter was dispensed with.	File Closed
NATIONAL REGISTRATION BUREAU							
341.	MANDULE SAID CAJ/GSA/NRB/003/27/2 4-AH	Male	National Registration Bureau	No	Unlawful Official Conduct	The complainant alleged that he applied for a national ID card but was asked to pay 100 shillings. The complainant was advised that that was rather a service fee and not a bribe.	File Closed
342.	SHALE MOHAMED GURE CAJ/GSA/NRB/003/24/2 4-AH	Male	National Registration Bureau	No	Manifest Injustice	The complainant alleged that he was supposed to get some stipend from World Food Programme but they told him his national ID card could not be captured in their database because of the serial number. The office asked a copy of the ID for purpose of inquiry but the complainant did not comply	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
343.	SAADIA YUSSUF BARIS CAJ/GSA/NRB/003/31/2 4-AH	Female	National Registration Bureau	No	Delay	The complainant alleged that she had applied for a national ID card for four times and every time she was told that her fingerprints had an issue and that she too old to apply for an ID card. The office contacted the complainant to send copy of her birth certificate but she remained non-responsive	File Closed
344.	NUR ISSAK ABDI CAJ/GSA/NRB/003/14/2 4-AH	Male	National Registration Bureau	No	Manifest Injustice	The complainant alleged that he is unable to access government services because of his ID serial number. The office could not inquire into the matter for want of evidentiary support.	File Closed
345.	AHMED SHEIKH MOHAMED CAJ/GSA/NRB/003/22/2 4-AH	Male	National Registration Bureau	No	Manifest Injustice	The complainant alleged that he first got his national ID card in 1978 with a serial number starting with "00". However, he cannot access government services or even NGO financial support. The complainant did not provide a contact while filling the complaint form for purpose of communication.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
346.	KAMILA NUH HUSSEIN CAJ/GSA/NRB/003/18/24-AH	Female	National Registration Bureau	No	Delay	The complainant alleged that she cannot access government service because her ID serial number is not recognized in the national database. She said she tried to replace the same but did not succeed. The complainant provided no contact for communication.	File Closed
347.	Anonymous CAJ/HUD/KWA/NRB/003/11/2024	Male	National Registration Bureau	No	Delay	A complaint regarding an application for a replacement Identify Card. The complainant lost his National Identity Card in 2023 and took an abstract from Samburu Police Station on 8th December 2023. Consequently, he applied for his replacement ID card, but the same has not been received to date.	File Closed

MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
348.	MOHAMED BUBU BALANI CAJ/GSA/M.IGC/062/02/24-AH	Male	Ministry of Interior and National Administration	No	Delay	The complainant alleged that he is a retired assistant chief since 2007. He said that he was paid his retirement benefits but disputes the amount paid. He wants clarification on how that calculation was made. The office contacted the complainant to furnish supporting documents but he did not comply.	File Closed
DEPARTMENT OF IMMIGRATION							
349.	FATUMA MOHAMED ALI CAJ/GSA/IMM/003/10/24-AH	Female	Department of Immigration	No	Delay	The complainant alleged that she had applied for a passport renewal sometimes two years ago but the application is still pending. The office contacted the number of the persons indicated to have the supporting documents but he said he is not the person in possession.	File Closed
350.	ISHA ABDI ADAN CAJ/GSA/IMM/003/26/24-AH	Female	Department of Immigration	No	Delay	The complainant alleged that she had applied for a passport in January 2021 but her application stalled at the vetting stage. The office requested for supporting documents but none were provided.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
351.	MUHSIN MOHAMED CAJ/GSA/IMM/003/12/ 24-AH	Male	Department of Immigration	No	Delay	The complainant alleged that he applied for a passport on the 26/05/2003 but he cannot log into his E-citizen account to know the progress of the application. We advised him to visit a cybercafé and reset his account and get back to us if the application does not progress.	File Closed
CIVIL REGISTRATION SERVICES							
352.	JUDY NKITOTE CAJ/GSA/CRS/001/10/2 4-AH	Female	Civil Registration Services	No	Delay	The complainant alleged that she had applied for a birth certificate but is yet to be issued with one. Upon inquiry, the office established that the registration office in question is in Kiambu County. We advised the complainant to send her supporting documents to the Headquarters in Nairobi via complaints@ombudsman.go.ke	File Closed
NATIONAL TRANSPORT AND SAFETY AUTHORITY							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
353.	WARDERE MUHUMED CAJ/GSA/NTSA/004/02/ 24-24	Male	National Transport and Safety Authority(NTSA)	No	Delay	The complainant alleged that he had applied for a license renewal and it took him 3 months to be issued with one given that NTSA does not have an office in Wajir. He asked the Commission to intervene and ensure the said office is established in Wajir County. We advise him that the Commission will engage the relevant stakeholder to inquire into the matter.	File Closed
COUNTY GOVERNMENT OF WAJIR							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
354.	SOFIA ABDI SHARIF CAJ/C.G.W/058/03/24-AH	Female	County Government of Wajir	No	Unfair Treatment	The complainant alleged that she worked for the County Government as a casual cleaner. Her colleagues were absorbed as permanent and pensionable but she was not. She wanted the County to also confirm her on permanent terms. The office requested for any proof of employment but learnt that the complainant was even paid on cash basis. The office could not proceed to inquire further.	File Closed
355.	SIYAD ABDULLAHI CAJ/GSA/C.G.W/058/02/24-AH	Male	County Government of Wajir	No	Oppressive Official Conduct	The complainant alleged that the Wajir Referral Hospital does not have drugs for diabetic patients and when it is available, they are asked to pay for the same. The Commission was informed that County owed KEMSA and there was shortage of drugs. The complainant was advised of the same.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
356.	ABDIFATAH AHMED CAJ/GSA/C.G.W/058/04/24-AH	Male	County Government of Wajir	No	Unfair Treatment	The complainant alleged that he was involved in a motor vehicle accident while on official duty in 2017. He asked for compensation but was denied. The Commission asked for details of his employment and that of the accident in question to which we received none.	File Closed
PENSIONS DEPARTMENT							
357.	MOHAMED RHOVA JILO CAJ/GSA/PEN/000/01/24-AH	Male	Pensions Department	No	Unfair Treatment	The complainant alleged that his brother was a teacher and deceased. He said that while a lumpsum amount was paid, their monthly pension remittance was not paid for 5 years. The Commission asked for all the supporting documents to inquire into the matter. We received none.	File Closed
JUDICIARY							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
358.	Victor Odhiambo Onyango CAJ/KSM/JUD/001/600/24-AO	Male	Judiciary	No	Abuse of Power	A complaint against judiciary alleging misconduct in handling of succession cause before Court. Complainant advised to attend court and provide supporting documents. Further follow-up vide e mail on 12/3/2024 requesting for an update within 30 days. No response has been received to date.	File Closed
359.	Morris Okoth Opira CAJ/KSM/JUD/001/608/24-AO	Male	Judiciary	No	Unresponsive Official Conduct	A complaint against Kisumu Law Courts on allegation of failure to provide certified copies of proceedings in Kisumu SCC /E467/2023. Complainant to provide better particulars. Thirty days' notice issued, no response from the Complainant.	File Closed
MINISTRY OF LABOUR AND SOCIAL PROTECTION							
360.	Kennedy Okumu CAJ/KSM/M.LAB/017/167/24-AO	Male	Ministry of Labour and Social Protection	No	Unresponsive Official Conduct	Complainant alleged inaction on the part of Homabay County Labour Officer. Complainant being an inmate at Homabay Prison directed that his brother provide claim supporting documents which are yet to be availed despite request for better particulars being issued.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN DEVELOPMENT							
361.	John Ounga CAJ/KSM/M.LAN/022/47 4/24-AO	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Administrative Injustice	Complainant alleged administrative injustice in a land boundary dispute, The complaint was addressed to the right office for redress, Land Registrar Kisumu. Complainant was advised to allow the land registrar to act in the matter in the first instance and revert to the Commission. The complainant did not revert.	File Closed
362.	Joseph Fred Odinga Odero CAJ/KSM/M.LAN/022/47 1/24-WT	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unlawful Official Conduct	Complainant alleged that the Land Registrar, Kisumu proposed the resurvey of his land parcel number Kisumu/Kanyakwar 'B'2848 which he accepted. However, the Land Registrar later purported to change the land from freehold to leasehold without his consent and when he objected, the Land Registrar revoked his title deed. That he applied for the green card of the land, but the same was not issued to him. Complainant was requested to provide supporting documents, but he failed to do so.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL POLICE SERVICE							
363.	Jared Ratemo on behalf of Rodha Gisore CAJ/KSM/NPS/015/687/24 -AO	Male	National Police Service	No	Unresponsive Official Conduct	<p>Complainant alleged inaction following a report vide OB. No. 27/29/02/2024 at Nyangusu Police Station. Matter reported in the first instance to Internal Affairs Unit .</p> <p>Complainant to provide better particulars on whether action has been taken at IAU or not. Thirty days' notice issued. No response from the complainant.</p>	File Closed
TEACHERS SERVICE COMMISSION							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
364.	Dennis Ochieng Oyugi CAJ/KSM/TSC/013/32/2 4-WT	Male	Teachers Service Commission	No	Delay	Complaint alleging failure by the Teachers Service Commission to adjust his salary after promotion to teach in Junior Secondary School. Complainant was requested to provide further particulars of the complaint, but he failed to do so.	File Closed
COUNTY GOVERNMENT OF KISII							
365.	Omwoyo Rodgers and Others HUD/KSI/CG/KSI/078/31 /24-AO	Male	County Government of Kisii	No	Unresponsive Official Conduct	A complaint alleging failure on the part of the County Government to pay salary arrears for a period over 23 months. Complainant to provide better particulars. No response from the Complainant.	File Closed
MINISTRY OF EDUCATION							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
366.	Anonymous CAJ/KSM/M.EDU/013/43 7/24-LM	Group/Organization	Ministry of Education	No	Unfair Treatment	<p>Complaint received from parents of St. Gabriel Gwassi school alleging that their children were released from school on allegations of outstanding remedial fees and school fees arrears for the third term despite the school calendar as per the Ministry of Education still reading term two dates.</p> <p>The Commission initiated an inquiry to the County Director of Education and Principal St . Gabriel Gwasi. A response dated 26/6/2024 was received to the effect that investigation was undertaken and allegations were unfounded. Upon request for rejoinder, the Complainant requested for the file to be closed vide email dated 26/6/2024.</p>	File Closed

CLOSED - OTHER REASONS

KIBABII UNIVERSITY

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
367.	Darlington Wokuri CAJ/KSM/KIBABII-UNIVER/013/422/24 -AO	Male	Kibabii University	No	Delay	A complaint alleging delay on the part of Kibabii University to settle dues with regards to part time lecturers. Complainant was requested to provide to provide better particulars, which he was hesitant to and failed to provide the same.	File Closed
MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN DEVELOPMENT							
368.	Pius Oduor CAJ/KSM/M.LAN/022/472/24-AO	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unlawful Official Conduct	Complainant alleged misconduct on the part of surveyor, Ukwala in the manner in which the surveyor handled a boundary dispute / determination related to parcel number Jera/ Ugenya East/1052. Upon follow-up with the Surveyor, it was clarified that the complainant had misrepresented facts and had in fact been in contact with the surveyor wherein together with other affected parties had been advised to visit the survey office for purposes of taking a date for the exercise.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
369.	Mkan & Company Advocates CAJ/KSM/ATI/M.LAN/022/10/24-AO	Group/Organization	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	A complaint on alleged failure on the part of Land Registrar Siaya County to provide a boundary dispute report following conclusion of the exercise on East Gem/ Nyamnina/931. 30 days' notice issued on 18/3/2024 to which the complainant failed to respond.	File Closed
370.	John Ounga CAJ/KSM/M.LAN/022/474/24-AO	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Administrative Injustice	Complainant alleged administrative injustice in a land boundary dispute, The complaint was addressed to the right office for redress, Land Registrar Kisumu. Complainant was advised to allow the land registrar to act in the matter in the first instance and revert to the Commission. The complainant did not revert.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
371.	Joseph Fred Odinga Odero CAJ/KSM/M.LAN/022/47 1/24-WT	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unlawful Official Conduct	Complainant alleged that the Land Registrar, Kisumu proposed the resurvey of his land parcel number Kisumu/Kanyakwar 'B'2848 which he accepted. However, the Land Registrar later purported to change the land from freehold to leasehold without his consent and when he objected, the Land Registrar revoked his title deed. That he applied for the green card of the land, but the same was not issued to him. Complainant was requested to provide supporting documents, but he failed to do so.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
372.	Meshack Mwakimoso Mwalukuku CAJ/MSA/M.LAN/022/350/2024	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Manifest Injustice	A complaint regarding loss of a green card. The complainant intended to dispose of his parcel of land but was unable to do so owing to the missing green card at the Lands Registry, Mombasa. Consequently, the Land Registrar instructed him to apply for replacement of the lost green card at his own cost even though the same got lost at no fault of his own. He alleges that he has paid all the necessary fees and done the requisite application for the replacement of the green card. The complainant seeks reimbursement for the fees paid towards the loss. Complainant advised accordingly.	File Closed
373.	Juma Kassim Mwamaneno CAJ/HUD/KWA/M.LAN/022/21/2024	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Administrative Injustice	A complaint that in September 2023 the complainant hired a land surveyor to subdivide his parcel Kwale/Ramisi phase III/188. Once the survey begun, he was advised a section of his land is missing (1 1/4 acres) and advised it was hived as part of Kwale/Ramisi phase III/178 belonging to Hamisi Omari Sare. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
374.	Janet Katisya and Associates CAJ/MSA/M.LAN/022/341/2024	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	A complaint on failure of the Chief Land Registrar to transfer title for TIWI BEACH BLOCK/1344 to their clients. The Complainant indicates that the National Land Commission on 28th August 2018, Historical Injustice Reference NLC/HLI/486/2018 decided that Tiwi Block 13444 to be restituted to Bwika family and the title to be revoked so that the land is transferred to Mwinyi Mohammed Bwika and Rashid Khamisi Bwika family. Subsequently the findings were gazetted on 1st March 2019 Gazette Notice No. 1955. That to date the title deed over KWALE/TIWI BEACH/13444 has not been issued to the family or representatives despite numerous follow ups. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
375.	Caroline Kurgat CAJ/ELD/M.LAN/022/10 7/24- FL	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Delay	The Complainant alleged delay by the Kabarnet Lands Office, Baringo County to address a boundary dispute that she reported. The Complainant was updated as the hearing of the boundary dispute could not proceed due to failure of one disputing party to initiate succession proceedings as the registered owner to the land parcel was deceased.	File Closed
TEACHERS SERVICE COMMISSION							
376.	Jael Adhiambo Ater HUD/KAK/TSC/013/93/2 4-AO	Female	Teachers Service Commission	No	Administrative Injustice	Complaint alleging that her employer was procedurally unfair in the hearing and determination of a disciplinary case against her. Upon careful review, the complainant had exhausted the internal mechanisms. The issues raised were on the merits of the case which are best placed before court for determination. Complainant advised to seek the services of an	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						advocate of her choice to pursue appropriate remedies.	
377.	Dennis Ochieng Oyugi CAJ/KSM/TSC/013/32/2 4-WT	Male	Teachers Service Commission	No	Delay	Complaint alleging failure by the Teachers Service Commission to adjust his salary after promotion to teach in Junior Secondary School. Complainant was requested to provide further particulars of the complaint, but he failed to do so.	File Closed
MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
378.	Regina Agai CAJ/KSM/MOICNG/062 /198/24-AO	Female	Ministry of Interior and National Administration	No	Discourtesy	Complainant alleged unethical behavior by public servants. However, the issue was a land /boundary dispute pitting the complainant and her relatives in relation to land parcel Kisumu/ Kajimbo 192 wherein she was advised to lodge a boundary dispute and pay requisite fees.	File Closed
379.	Isaack Oywaya Okinda Okoma CAJ/KAK/MOICNG/062 /65/24-AO	Male	Ministry of Interior and National Administration	No	Abuse of Power	Complainant alleged that the Chief East Kisa Location colluded with one David Okinda and issued a letter of beneficiary to the exclusion of other beneficiaries. Upon review and follow-up, the complaint related to a land /property dispute over the properties of Samwel Okinda (dcd) father to the complainant and the said David Okinda and others. Complainant advised to move court for revocation of grant and issuance of appropriate orders.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
380.	John Owour Ongong'a CAJ/KSM/MOICNG/062 /195/24-WT	Male	Ministry of Interior and National Administration	No	Abuse of Power	Complainant alleged that the Assistant Chief of Nyagoko Sub-Location in Siaya County conducted a search in his house on 30th June 2017 and took away Kshs. 400,000. That he also subjected him to house arrest. That he reported the matter to Aram Police Station, OB No. 07/19/11/2023, but the Police failed to take any action. Inquiries were made to Aram Police Station, the Chief, South Asembo Location as well as the complainant's son who reported that the complainant had a psychological problem, and that the allegations against the Chief were not true. They requested the Commission to give psychological support to the complainant should he visit the office.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
381.	Khalif Buro CAJ/MSA/IGC/062/362/2024	Male	Ministry of Interior and National Administration	No	Manifest Injustice	A complaint that hat the community of Nagele area in Witu, Lamu county were allocated a grazing area, a market, and a school. However, there are individuals claiming to have a title to the land. The complainant has sought assistance from the Chief, the DCC and the Area MCA but in vain. Complainant advised accordingly.	File Closed
JUDICIARY							
382.	Dan William Okech CAJ/KSM/JUD/001/602/24-AO	Male	Judiciary	No	Unresponsive Official Conduct	A complaint against Winam Law Courts on allegations of failure to provide certified copy of ruling delivered on 9/2/2024 in Winam ELC 74 /2018. Upon follow-up with Winam Law Courts, it is a matter that is active before court and due for Mention on 23/5/2024. No such ruling was issued on 9/2/2024 and Complainant has been provided with certified copies of proceedings up to 12/3/2024. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
383.	Victor Odhiambo Onyango CAJ/KSM/JUD/001/600/24-AO	Male	Judiciary	No	Abuse of Power	A complaint against judiciary alleging misconduct in handling of succession cause before Court. Complainant advised to attend court and provide supporting documents. Further follow-up vide e mail on 12/3/2024 requesting for an update within 30 days. No response has been received to date.	File Closed
384.	Charles Wandera Makokha CAJ/KSM/JUD/001/59/24-WT	Male	Judiciary	No	Delay	Complaint alleging delay in the hearing and determination of Busia Civil Suit no. 269/2017. Upon review of the complaint, it was noted that the several adjournments were occasioned by the failure of the plaintiff to attend court. That the case was adjourned only once when the Magistrate was unwell. The complainant was advised to liaise with his Advocate to request for last adjournment should the plaintiff not show up so that the court can proceed with the hearing.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
MINISTRY OF EDUCATION							
385.	Alloys Were Ajari HUD/KAK/M.EDU/013/95 /24-AO	Male	Ministry of Education	No	Unfair Treatment	Complainant alleged failure on the part of the Ministry of Education to pay pension dues following retirement. However, upon review, the complainant was engaged as a subordinate staff, not on permanent and pensionable terms and was informed at retirement that he did not qualify for Pensions but was entitled to NSSF benefits, if he was a contributor. Complainant advised accordingly .	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
386.	John Ochieng Agan CAJ/KSM/M.EDU/013/43 6/24-LM	Male	Ministry of Education	No	Manifest Injustice	Complainant alleged assault of a form two student by a teacher at Ponge Secondary School. Upon review of the complaint, it was established that the issue(s) at hand had been sufficiently addressed by the investigative assessment carried out by the Teachers Service Commission whose findings and course of action were shared with the complainant via a report dated 28th May 2024.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
387.	Anonymous CAJ/KSM/M.EDU/013/43 7/24-LM	Female	Ministry of Education		Unfair Treatment	<p>Complaint received from parents of St. Gabriel Gwassi school alleging that their children were released from school on allegations of outstanding remedial fees and school fees arrears for the third term despite the school calendar as per the Ministry of Education still reading term two dates.</p> <p>The Commission initiated an inquiry to the County Director of Education and Principal St . Gabriel Gwasi. A response dated 26/6/2024 was received to the effect that investigation was undertaken and allegations were unfounded. Upon request for rejoinder, the Complainant requested for the file to be closed vide email dated 26/6/2024.</p>	File Closed

MINISTRY OF LABOUR AND SOCIAL PROTECTION

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
388.	Kennedy Okumu CAJ/KSM/M.LAB/017/16 7/24-AO	Male	Ministry of Labour and Social Protection	No	Unresponsive Official Conduct	Complainant alleged inaction on the part of Homabay County Labour Officer. Complainant being an inmate at Homabay Prison directed that his brother provide claim supporting documents which are yet to be availed despite request for better particulars being issued.	File Closed
NATIONAL POLICE SERVICE							
389.	Wilfred Keya CAJ/KSM/POL/015/624/ 24-WT	Male	National Police Service	No	Unresponsive Official Conduct	Complaint alleging failure by Kilingili Police Station in Vihiga County to action OB No. 20/19/3/2024. At the time of lodging the complaint, it was only six days after the complainant reported the incident. He was thus advised to allow the Police to process the matter and update us in three weeks' time should they fail to act on it. A follow up was made to the complainant on 24th May 2024 and he indicated that he had lost interest in the complaint and did not want to pursue it further. He was advised that we will also proceed and close the file.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL REGISTRATION BUREAU							
390.	Salimu Bakari Chinago CAJ/HUD/KWA/NRB/00 3/12/2024	Male	National Registration Bureau	No	Delay	That his wife (Tanzanian national) applied for a Kenyan Identity Card vide application serial number 2494200825 on 4th November 2021. To date, she is yet to receive the ID card. Complainant advised accordingly.	File Closed
NATIONAL SOCIAL SECURITY FUND							
391.	Selina Nangwale Akatapan CAJ/ISL/M.LAB/017/051 /24 – KWK	Female	National Social Security Fund(NSSF)	No	Outside Mandate	The Complainant alleged that her late husband was an employee of Kisima Farm Limited based at the Forest Department. That he worked from 2003 to 2007 when he was dismissed. He never pursued his NSSF contributions. She tried to pursue the said contributions with the said company to no avail. She was asked to produce the deceased ID which she did not have. Further, she did not provide proof of marriage to the deceased.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
DEPARTMENT OF IMMIGRATION							
392.	Abdilatif Ahmed Ali CAJ/IMM/003/441/24-SCK	Male	Department of Immigration	No	Delay	The complainant alleged that he applied for a passport and made the requisite payment, that he did not get an invite for biometrics. The complainant had however not completed his application, and the Commission advised him to complete his application	File Closed
393.	Abdimajid Abdi Dubow CAJ/IMM/003/442/24-SCK	Male	Department of Immigration	No	Delay	The complainant alleged that he applied for a passport and paid the requisite fees, and alleges delay, however the complainant did not share the application documents as well as his contact details.	File Closed
KENYA NATIONAL EXAMINATION COUNCIL							
394.	Ibrahim Mwaura Njoki CAJ/KNEC/013/2659/24-JMM	Male	Kenya National Examination Council (KNEC)	No	Outside Mandate	The Complainant alleged that he sat for his KCSE in 2010. That he was registered as a PWD in 2020 and KNEC had refused to amend his status to reflect that he is a PWD. Complainant advised accordingly.	File Closed

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
INQUIRY ONGOING							
JUDICIARY							
395.	Isaiah Mawawa CAJ/ELD/JUD/001/195/ 24-MM	Male	Judiciary	No	Delay	A complaint on allegations of delay by the Eldoret High Court to update him on the status of his appeal filed in March, 2023 arising from Eldoret Chief Magistrates Court Criminal case No. 48 of 2018.	Inquiry Ongoing
396.	Johana Kibet CAJ/ELD/JUD/001/183/ 24-MM	Male	Judiciary	No	Delay	A complaint on allegations of delay by the Eldoret High court to update him on the status of his appeal filed on 14/11/2023. (case number not provided)	Inquiry Ongoing
397.	Moses Kiprono Kipsang CAJ/ELD/JUD/001/178/ 24-FL	Male	Judiciary	No	Delay	A complaint on allegations of delay by the Eldoret High court to update him on the status of his appeal filed in August 2023 arising from Eldoret Chief Magistrates Court Criminal Case No. 188 of 2016.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
398.	Jared Onyango CAJ/ELD/JUD/001/196/ 24-MM	Male	Judiciary	No	Delay	A complaint on allegations of failure by the Eldoret High court to update him on the status of his appeal filed in October, 2023 arising from Eldoret Chief Magistrates Court SO No. 151 of 2020.	Inquiry Ongoing
399.	Mohamed Ambanya Hussein CAJ/ELD/JUD/001/175/ 24-MM	Male	Judiciary	No	Delay	A complaint on allegations of failure by the Eldoret High court to update him on the status of his appeal filed in December 2019 vide High Court Criminal Appeal No. 172 of 2019.	Inquiry Ongoing
400.	Rosike Morio CAJ/ELD/JUD/001/190/ 24- MM	Male	Judiciary	No	Delay	A complaint on allegations of failure by the Lodwar High court to update him on the status of his Miscellaneous Application No. 8 of 2020 filed in the year 2020.	Inquiry Ongoing
401.	Elvis Kiprof CAJ/ELD/JUD/001/174/ 24-MM	Male	Judiciary	No	Delay	A complaint on allegations of failure by the Kapsabet High court to update him on the status of his appeal filed vide criminal appeal No. E048 of 2022.	Inquiry Ongoing
402.	Nahashon Kipkosgei Lagat CAJ/ELD/JUD/001/172/ 24-FL	Male	Judiciary	No	Delay	A complaint on allegations of delay by the Kapsabet High court to update him on the status of his appeal filed in the year 2022 vide criminal appeal No. E035 of 2022.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
403.	James Kipkemboi Lelei CAJ/ELD/JUD/001/180/ 24-MM	Male	Judiciary	No	Delay	A complaint on allegations of delay by the Kapsabet High court to update him on the status of his appeal filed on 27/10/2023.	Inquiry Ongoing
404.	Julius Kiproop CAJ/ELD/JUD/001/194/ 24-EK	Male	Judiciary	No	Delay	A complaint on allegations of delay by the Kapsabet High court to update him on the status of his appeal filed in the year 2018 vide criminal appeal No. E15 of 2021.	Inquiry Ongoing
405.	Stephen Kiptoo Kemei CAJ/ELD/JUD/001/193/ 24-FL	Male	Judiciary	No	Delay	A complaint on allegations of failure by the Kapsabet High court to update him on the status of his appeal filed in 2021 vide criminal appeal No. E08 of 2021.	Inquiry Ongoing
406.	Cleophas Kiptoo Rugut CAJ/ELD/JUD/001/192/ 24-MM	Male	Judiciary	No	Delay	A complaint on allegations of failure by the Kapsabet High court to update him on the status of his appeal filed in the year 2021 vide criminal appeal No. E004 of 2021.	Inquiry Ongoing
407.	Daniel Kiplimo Kosgei CAJ/ELD/JUD/001/191/ 24-EK	Male	Judiciary	No	Delay	A complaint on allegations of failure by the Kapsabet High court to update him on the status of his appeal filed in February, 2022 vide criminal appeal No. E0E48 of 2022.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
408.	Jason Mwirigi CAJ/ISI/JUD/001/076/24 - KWK	Male	Judiciary	No	Delay	The Complainant alleged that he paid a cash bail of Kshs. 50,000 to the Principal Magistrate's Court at Tigania Law Courts to secure the release of Ms. Joy Kanana Mbaya, in respect to criminal case No. 179/020, and Ms Joy Kanana passed on before the case was concluded. That vide a letter dated 25th November, 2021 he wrote to the presiding judge informing him about the incident and requested for his intervention since the court file was alleged to be missing. That in spite of furnishing the court with all requisite documents the money was not returned.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
409.	Patrick Muriuki Murithi ISI/HUD/JUD/001/12/24- KWK	Male	Judiciary	No	Manifest Injustice	The Complainant alleged that he had a court case number MCCR/E328/2022 at the Magistrates Court at Nkubu which was heard and determined. That he made an application to be issued with a written copy of the judgement and paid the requisite fees of Kshs. 2000, but the staff members at the Nkubu Law Courts Registry further demanded an additional Kshs. 5000 in order to issue him with a copy of the same.	Inquiry Ongoing
410.	FARHAN DAGANE GALALI CAJ/GSA/JUD/001/01/2 4-AH	Male	Judiciary	No	Delay	The complainant alleged that he was a party to a succession dispute that was in Court, which had been ruled in his favour but when he wrote to the court administrator to be furnished with a copy of the ruling, he was not given.	Inquiry Ongoing
411.	Dickson Okoth Agogo CAJ/KSM/JUD/001/601/ 24-AO	Male	Judiciary	No	Delay	Complainant alleged delay in issuance of a copy of the ruling and certified proceedings in Ukwala MCELCMISC/67/2020, despite payment of requisite fee.	Inquiry Ongoing
412.	Eddy Ochieng Odero CAJ/KSM/JUD/001/605/ 24-AO	Male	Judiciary	No	Delay	Complainant alleged delay in issuance of a date for ruling. Oyugis CMCRC. No 516 of 2023	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
413.	Felix Odhiambo Ouma CAJ/KSM/JUD/001/604/24-AO	Male	Judiciary	No	Delay	Complainant alleged delay in issuance a hearing date in Kendu Bay Law Courts CMC CR Case. No E006/2022	Inquiry Ongoing
JUDICIAL SERVICE COMMISSION							
414.	Dennis Ovicdos CAJ/JSC/001/2294/24-SCK	Male	Judicial Service Commission	No	Delay	The complainant alleged that he appealed his termination from the Judicial Service, but the appeal process had taken too long to be concluded.	Inquiry Ongoing
NATIONAL POLICE SERVICE							
415.	Caroline Wanjiku Kuria & 2 others CAJ/ELD/POL/015/218/24-EK	Female	National Police Service	No	Delay	A complaint on allegations of failure by the OCS Kapsoya Police Station to update them on the outcome of investigation to assault complaint they lodged at the station vide OB Numbers. 33/11/3/2024	Inquiry Ongoing
416.	David Kamara Wangui CAJ/ELD/M.IG.C/062/167/24-EK	Male	National Police Service	No	Inaction	A complaint on allegations that Kapsoya police station, Uasin Gishu County has failed to address a complaint of malicious destruction of property reported at the station (OB Number not provided)	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
417.	Reuben Kibegwa CAJ/NPS/015/4390/24-EMN	Male	National Police Service	No	Inaction	The Complainant alleged that he is the Complainant in Milimani chief Magistrate's Criminal case No. 597 of 2018 in which the accused had jumped bail. He said that the court issued warrants of arrest against the accused but that the police had failed to arrest him.	Inquiry Ongoing
418.	Bile Fara CAJ/NPS/015/4434/24-EMN	Male	National Police Service	No	Unfair Treatment	The Complainant alleged that he lost his luggage while travelling from Somalia to Zambia via Nairobi. He was requested to provide his claim supporting documents	Inquiry Ongoing
419.	Joel Kipkoech CAJ/NPS/015/4435/24-EMN	Male	National Police Service	No	Unfair Treatment	The Complainant alleged that he was dismissed from service in 2003 on grounds of desertion and that on the dates he is alleged to have deserted duty he was actually unwell, suffering from cerebral malaria and admitted in hospitals. He said that he has never been served with dismissal letters though his salary was stopped and concluded that he has been following up on his unpaid salary and other allowances in vain.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
420.	Jane Thigwe HUD/GPO/POL/015/226 /24-EMN	Female	National Police Service	No	Delay	The Complainant alleged that she reported she was assaulted by someone known to her and reported the matter at the Naivasha Police Station on 6th December, 2023 and was issued with an OB number. She said that since then, the police have failed to arrest the perpetrator.	Inquiry Ongoing
421.	Stars of Hope & Social Justice for Angelo Nyaga CAJ/NPS/015/4443/24 – FN	Group/Organization	National Police Service	No	Inaction	A complaint alleging that the respondent has failed to conduct a transparent investigation into the death of Dennis Munene Nyaga which occurred in Samburu (further details required)	Inquiry Ongoing
422.	Shelmith Wangari CAJ/NPS/015/4417/24-FN	Female	National Police Service	No	Unfair Treatment	A complaint alleging that the respondent has failed to pay the complainant the Organization life insurance claim as a beneficiary. The Complainant's husband was a police officer.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
423.	Abdikadir Birik Hassan CAJ/NPS/015/4416/24-FN	Male	National Police Service	No	Unfair Treatment	A complaint alleging that the complainant was unfairly dismissed from the National Police Service. The complainant was charged with an offence: criminal case no. 1254 of 2012 but the case was subsequently withdrawn on 13th December 2012. He however alleges that the respondent has failed to reinstatement after the criminal charges were withdrawn	Inquiry Ongoing
424.	Rashid Mzee Oloo for Nima Shukri CAJ/POL/015/4424/24 – FN	Male	National Police Service	No	Unresponsive Official Conduct	A complaint alleging that the Nairobi County Government has unfairly demolished the complainant's perimeter wall (requested for further particulars)	Inquiry Ongoing
425.	Benjamin Ndirangu CAJ/NPS/015/4397/24 - FN	Male	National Police Service	No	Unresponsive Official Conduct	A complaint alleging that Rhonda Police Station in Nakuru County has failed to act on a report made regarding a stolen mobile phone. OB No. 16/14/12/23	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
426.	Joanes Oketch Ongoro CAJ/MSA/POL/015/539/ 2024-SAK	Male	National Police Service	No	Unlawful Official Conduct	A complaint that he made a report of stealing by agent under OB No. 32/14/10/23 at the Shelly Beach Police Station and no action had been taken. That they failed to adequately investigate the complaint and were harassing the complainant.	File Closed
427.	Said Gongo CAJ/MSA/POL/015/537/ 2024-SAK	Male	National Police Service	No	Unresponsive Official Conduct	The Complainant alleged that on 2nd April 2024 he mistakenly sent money to someone namely Benson Adam Mlandi amounting to Kshs. 50,000/=. That he asked the person to return the money but he refused. On the same day, he reported the matter at the Central Police Station in Mombasa and was issued with OB Number 86/2/4/2024, but the police did not arrest the suspect despite knowing his whereabouts.	Inquiry Ongoing
428.	Faiz Muhamad Niki for Ramadhani Muhamad Niki CAJ/MSA/POL/015/540/ 24-SAK	Male	National Police Service	No	Delay	The Complainant alleged that his brother aged 7 years was defiled by someone known to him. The matter was reported at Junda Police Post and Mjambere Police Station but the suspect was yet to be arraigned in Court.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
429.	Monica Mubassu for Shadrack Musa Okuku CAJ/MSA/POL/015/541/2024-SAK	Female	National Police Service	No	Injustice	A complaint regarding use of unjust force by officers. The Complainant alleged that on 14th June 2024 at around 4:30 pm, while on his way to work, along the beach line of Likoni Ferry, he was shot and seriously injured by a plain-clothes police officer. He alleged that the plain-clothes police officer approached him and did not identify himself either verbally or through police documentation. That he was shot and denied proper medical treatment.	Inquiry Ongoing
430.	Ndiritu Tumuti Francis CAJ/NHRR/POL/015/59/24 – MK	Male	National Police Service	No	Unresponsive Official Conduct	Complainant alleged that his nephew was assaulted by their neighbour on 14 April 2024 causing him grievous bodily harm. The matter was reported at Durumo Police Patrol Base under OB 35/15/4/2024, and was referred to Rumuruti Police Station where statements were recorded on 15 April 2024. That the suspect was not arrested.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
431.	Esther Nyokabi Gaithe HUD/GPO/POL/015/219/23-SCK	Female	National Police Service	No	Unresponsive Official Conduct	Complainant alleged that her daughter was raped by a person well known to him on or about 28 November 2023. He reported the matter at Rumuruti Police Station on 29 November 2023 but the police did not take any steps to arrest the suspect and facilitate prosecution, despite availing to them evidence in form of a duly filled P3 medical form together with a doctor's report.	Inquiry Ongoing
432.	Wambui Margaret CAJ/NHRR/POL/015/50/24 – MK	Female	National Police Service	No	Delay	Complainant alleged that her daughter was raped and impregnated by a person known to her called Kanyiri. She reported the matter at Mairo Inya Police Station on 6 May 2024 and she was given an OB Number. She alleged that the suspect was arrested but was not charged in court.	Inquiry Ongoing
433.	Mwaura Muturi Francis CAJ/NHRR/POL/015/61/24-MK	Male	National Police Service	No	Unresponsive Official Conduct	Complainant alleged that his former landlord broke into his house, and stole and sold his belongings. He reported the case at Mairo Inya Police Station under OB 13/14/03/2023 but the police, OCS Mairo Inya Police Station failed to apprehend the suspect.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
434.	Mwangi Waruiru Monicah CAJ/NHRR/POL/015/55/ 24-MK	Female	National Police Service	No	Prejudicial Conduct	The complainant alleged that the accused in CR/E2577/2021, in which matter she is the complainant, had absconded bail and that despite the police knowing his whereabouts they refused to arrest him on issuance by the court of warrants of arrest.	Inquiry Ongoing
435.	Hanna Muthoni Kiarie CAJ/ODPP/027/323/24- SCK	Female	National Police Service	No	Inefficiency	The complainant alleged failure by the police to take appropriate action on a case of murder of Joseph Ng'ethe Kiarie, case No. HCCR/51/2019 OB 99/24/12/2017, which occurred at Zimmerman on 24th December 2017. That the family members of the deceased reported the matter and the main suspects were apprehended, although other suspects were not arrested. Further, that some witnesses were not allowed to give their statements.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
436.	Kuria Karatu & Co Advocates CAJ/NPS/015/4403/24-SCK	Group/Organization	National Police Service	No	Manifest Injustice	Caroline Muthoni Muturi, alleged that his client reported a case of obtaining money by false pretence at the Kiambu Police Station on 31st December, 2023 vide OB11/31/12/2023, against one Rebecca Awinja. That the suspect was arrested on 29th January 2024 but was not arraigned in court despite a police file being prepared for the suspect's arraignment in court.	Inquiry Ongoing
437.	Charles Maina Ngure CAJ/POL/015/4408/24-SCK	Male	National Police Service	No	Delay	The complainant alleged that he reported a case of assault at the Muli Farm Police Post but no action had been taken to apprehend the perpetrator.	Inquiry Ongoing
438.	CR Advocates LLP CAJ/DCI/015/4414/24-SCK	Group/Organization	National Police Service	No	Unresponsive Official Conduct	The complainant alleged that one Mokia disguised himself as an individual running a children orphanage and obtained from their client, one Stephon Dewayne Ward, the sum of Kshs. 5,100,000. That the matter was reported to the police at Ogembo Police Station, DCI Unit under OB Number 14/27/8/2022 but no action was taken to apprehend the perpetrator. That their client provided substantial evidence to prove the allegation to no avail.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
439.	Cyrus Kamanu Mwangi CAJ/DCI/015/4443/24-SCK	Male	National Police Service	No	Delay	Complainant alleged that their mother's death was a result of murder and suspects were the extended family members. That upon reporting the matter to the police, the latter tempered with the evidence thus frustrating the investigation and the arrest of the perpetrators.	Inquiry Ongoing
440.	Josephine Nyaboke Nyabera CAJ/NPS/015/4444/24-SCK	Female	National Police Service	No	Unresponsive Official Conduct	Complainant alleges that her house was broken into by Jackline Muhonja Mbiti and Faith Kathure, who lived in Umoja, while she was away. That she reported the matter at a police post in Umoja 2 and at the Buru Buru Police Station, where she recorded a statement. That since then no action had been taken despite lodging a complaint with the Deputy Inspector General of Kenya Police Service.	Inquiry Ongoing
441.	Paul Gichane Wangeci CAJ/NPS/015/4432/24-SK	Male	National Police Service	No	Abuse of Power	A complaint alleging malicious damage to the complainant's property at Mathare Mlango Kubwa by Police officers attached to the Pangani Police Station.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
442.	Harriet Kanario CAJ/NPS/015/4454/24-SK	Female	National Police Service	No	Delay	A complaint alleging delay by the National Police Service to process final benefits for complainant's deceased husband who was a Police Officer.	Inquiry Ongoing
443.	Upendo Allan & Associates for Dominic Sabari Nyagechanca CAJ/NPS/015/4453/24-SK	Group/Organization	National Police Service	No	Unlawful Official Conduct	A complaint alleging misconduct by the Officer Commanding Station and the Directorate of Criminal Investigations at Keroka Police Station for selling the complainant's motor vehicle which was in their custody for investigation purposes	Inquiry Ongoing
444.	Rasugu Kinara & Co. Advocates for Mary Wagaki Muthumbi CAJ/DCI/015/4452/24-SK	Group/Organization	National Police Service	No	Delay	A complaint alleging delay by the police in forwarding a Police file to the Office of the Director of Public Prosecutions for initiation of criminal proceedings. A complaint alleging delay in processing of the complainant's terminal dues upon dismissal from service.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
445.	Manyatta Burji Youth Group CAJ/ISI/POL/015/213/24 - KWK	Group/Organization	National Police Service	No	Manifest Injustice	The Complainant alleged that as Boda boda operators within Moyale town, they were being subjected to police abuse and harassment. Further, they alleged that their members were arbitrarily arrested, taken into police custody and released upon payment of bribes.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
446.	Joseph Kobia Nguthari CAJ/ISI/POL/015/212/24 - KWK	Male	National Police Service	No	Unlawful Official Conduct	The Complainant alleged failure by the police officers to take action with regards to several reports lodged at Maua Police Station based on trespass, assault and malicious damage to his land known as Kiegoi/Kinyanka/2298 measuring 0.345 hectares. That the individuals trespassing into his land sued him vide ELC case Number 206/2021 at the Chief Magistrates Court at Maua. The Chief Magistrate issued restraining and injunctive orders against the applicants, orders which were never honoured. Since the orders were issued on 22nd December 2022, the Complainant had not known peace as he was constantly summoned by the police.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
447.	M'Ntimbu M'Ruiga ISI/HUD/POL/015/010/24 - KWK	Male	National Police Service	No	Unresponsive Official Conduct	The Complainant alleged that he was involved in a boundary dispute with his neighbour who damaged his property. On 31st August 2021, he reported the matter at Nkubu Police station vide OB No. 19/31/08/21. An agricultural officer was tasked to assess the damage and the report was forwarded to the OCS Nkubu Police Station for further action. That the suspect was not arrested.	Inquiry Ongoing
448.	Ali Golo Sahir CAJ/ISI/POL/015/214/24	Male	National Police Service	No	Unresponsive Official Conduct	The Complainant alleged that on 30th January 20204, individuals well known to him trespassed into his land and destroyed his crops. That he reported the matter at Kula Mawe Police Station vide OB No. 15/30/01/2024. He further reported the matter at the Isiolo County Agricultural Office and an Officer from the Agricultural office visited his farm and assessed the damage. He issued the Police Officers at Kula Mawe Police Station with a report but the suspects were not arrested.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
449.	Nasibo Mohamed CAJ/ISI/POL/015/2015/24 - MBA	Female	National Police Service	No	Unresponsive Official Conduct	The Complainant alleged that her estranged husband Mr. Alex Ndumba forcefully took their daughter Zeitun Abdirahman aged 2 years and 6 months from Isiolo to his home village in Kathita within Meru town. She reported the matter at the Isiolo Department of Children's Services, which issued summons dated 26th April 2023 but the said husband did not honor. She reported the matter at Isiolo Police Station vide OB/No. 91/13/02/2023 where an arresting order was issued and the same served to Thura Police Post, Kathita Village, but the accused was not arrested.	Inquiry Ongoing
450.	Jason Mureithi CAJ/ISI/REF/001/24 - KWK	Male	National Police Service	No	Inaction	The Complainant alleged that he reported a case vide OB Number 38/21/1/2024 wherein he indicated that one Mr. Stephene Kiri Secretary to an informal community saving group based in Kulamawe, obtained money from him by false pretense. That no action was taken by the police.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
451.	Abdullahi Dokata Shunu CAJ/ISI/POL/015/217/24 -KWK	Male	National Police Service	No	Unfair Treatment	The Complainant alleged that on 6th January 2024, his in-laws visited his house to pick his wife against her will. They destroyed his property in the course of dragging her out of the house. Further, the police came into his house the following night to harass him and he reported the matter at the Merti Police Station but the police refused to register that matter and issue him with an OB Number.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
452.	Osman Dima on behalf of Shangilia Bidii CBO CAJ/ISL/POL/015/218/24-KWK	Male	National Police Service	No	Unresponsive Official Conduct	The Complainant alleged that he was a member of a Community Based Organization which owned a land parcel no. 4377 Gambela/Ngaremara Adjudication Section measuring approx. 739acres at Kisima - Tigania East Subcounty. That on 28/04/2024 a group of people called Kambi Garba Group invaded their farm, damaged their property and assaulted members & workers of the Organization, thereby causing bodily harm. That the incident was reported to Muthara Police Station but even though the suspects were well known to them they were not arrested.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
453.	Mohamed Ibrahim Maalim ISL/POL/015/220/24-FM	Male	National Police Service	No	Unresponsive Official Conduct	The Complainant, a person living with disability, alleged that in February 2022 his friend and a former nominated Member of the County Assembly of Meru County, one Mr. Philip Oluoch, asked him for Kshs. 300,000 in order to help him acquire a wheelchair. That he failed to supply him with the said wheelchair and he reported the matter at the Pangani Police Station vide OB No. 40/22/7/23. That his efforts to follow up on the matter bore no fruits as the suspect was not arrested.	Inquiry Ongoing
454.	Ibrahim Kamasi Amoni CAJ/NPS/015/4402/24-JMM	Male	National Police Service	No	Delay	The complainant alleged that he reported an incident of stealing at Tambua Police Station on 3rd February 2023 but he was not issued with any OB No. He had made several follow ups for the apprehension of the culprit but the police at the station were yet to take any action.	Inquiry Ongoing
455.	Samuel Mwangi Mungatia HUD/EMBU/NPSC/015/25/24-JMM	Male	National Police Service	No	Unfair Treatment	The Complainant alleged that he was unfairly dismissed from service without being accorded an opportunity to be heard.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
456.	Nicholas Mugo Joel HUD/EMBU/NPSC/015/24/24-JMM	Male	National Police Service	No	Abuse of Power	The complainant alleged that on 22nd March 2024, he was maliciously arrested at Kibugu Police Station and was forced to pay KShs 35,000 for him to be released	Inquiry Ongoing
457.	John Waitaka Thuo CAJ/ NPS/015/449/24-JMM	Male	National Police Service	No	Inaction	The complainant alleged that he reported an incident of theft by servant at DCIO, Mumias Sub County in 2022. The suspect was arrested on 26th May 2024 but was released under mysterious circumstances. He made several follow ups for apprehension of the culprit but the police at the station were yet to take any action.	Inquiry Ongoing
458.	Everline Mwanzi Onsongo CAJ/KSM/POL/015/680/24-AO	Female	National Police Service	No	Manifest Injustice	The complainant alleged that the officer in charge of Ojola Police Station, Kisumu West Sub County failed to apprehend a known criminal following investigations in a case of theft reported under OB. No. 04/3/12/2023.	Inquiry Ongoing
459.	Elisha Otieno CAJ/KSM/POL/015/681/24-AO	Male	National Police Service	No	Inaction	Complainant alleged failure on the part of the Officer Commanding Bondo Police Station to investigate a case of fraud reported under OB number 23/26/01/2024.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
460.	Roslyn Awuor Otieno CAJ/KSM/NPS/015/683/ 24-AO	Female	National Police Service	No	Inaction	Complaint on allegation of inaction in a case of assault reported at Manywanda Police Post and subsequently taken up at Kombewa Police Station, Seme Sub County.	Inquiry Ongoing
461.	Roseline Atieno Owino CAJ/KSM/NPS/015/686/ 24-AO	Female	National Police Service	No	Delay	Complaint against the National Police Service on allegation of failure to process and forward the file for Romanus Owino Onditi PF No. 1989076868/219300 to pensions department for payment of pension dues.	Inquiry Ongoing
462.	Evance Gor for Interface Community Help Desk CAJ/KSM/POL/015/692/ 24-AO	Group/Organization	National Police Service	No	Inaction	Complainant alleged failure by the Police at Homabay Police Station to act in a case reported under OB No. 36/11/10/2023.	Inquiry Ongoing
463.	Evance Gor for Interface Community Help Desk CAJ/KSM/POL/015/690/ 24-AO	Group/Organization	National Police Service	No	Inaction	Complainant alleged failure by the Police at Asumbi Police Station to act in a case of abduction, assault and use of crude weapons reported under OB No. 36/11/10/2023	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
464.	Rose Kidiavai Muhalule CAJ/KSM/POL/015/685/ 24-WT	Female	National Police Service	No	Unresponsive Official Conduct	Complainant alleged failure by Mudete Police Station to investigate cases of assault that she reported to the station, but no action was taken. Complainant requested to provide the OB numbers of the cases she reported for our action.	Inquiry Ongoing
465.	Lydia Nyawira Mburia CAJ/NPS/015/4396/24- MD	Female	National Police Service	No	Delay	The Complainant alleged that she reported a matter to PC Oundo of Isiolo Police Station who failed to investigate the matter and institute criminal proceedings against the perpetrator of the offence.	Inquiry Ongoing
466.	Martha Wanjiru Karanja HUD/NRB/NPS/015/228/ 24-MD	Female	National Police Service	No	Inaction	The Complainant alleged that individuals known to her entered her residence and demolished her house without providing any explanation. She reported the incident to Kahawa West Police Station vide OB No. 4/28/7/23 and had not received any assistance regarding the matter.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
467.	Emmanuel Wambugu HUD/NYE/NPS/015/231/ 24-MD	Male	National Police Service	No	Unresponsive Official Conduct	The complainant alleged that his mother was assaulted by a family member sometime in January 2024 and he reported the incident at Watuka Police Station where he was directed by the OCS, Mr. Nderitu, that his mother ought to complain in person. In May 2024, he accompanied the mother to the police station where she recorded a statement, and the perpetrator was arrested and subsequently released. The perpetrator keeps threatening his mother and despite reporting the same to the OCS, he failed to act on the complaint. The complainant sought to have the matter investigated and the suspect arrested.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
468.	Douglas Amukobole CAJ/MSA/POL/015/533/ 2024	Male	National Police Service	No	Unresponsive Official Conduct	The complainant alleged that Johnex Wandawa Adam was assaulted by his former employer, Faith Waite Muthoni, after accidentally damaging her windscreen. Despite agreeing to compensate the employer, she took his phone and beat him up until he passed out. That the matter was reported to Bamburi Police Station vide OB number 32/20/12/2023 but no action was taken to have the suspect arrested.	Inquiry Ongoing
469.	Sarah Omobe CAJ/MSA/POL/015/534/ 2024	Female	National Police Service	No	Unresponsive Official Conduct	The Complainant alleged that her son aged 9 years, was defiled by a person well-known to him. The matter was reported to Nyali Police Station vide OB Number 39/04/12/2023 but efforts to get updates on the status of the matter were futile.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
470.	Chema Initiative for Estate of Mlai Mambo Mgandi CAJ/MSA/POL/015/536/2024	Group/Organization	National Police Service	No	Unresponsive Official Conduct	A complaint on behalf of the Estate of Mlai Mambo Mgandi who was allegedly attacked on the 21st of October 2023 in Junda and was taken to Coast General Hospital by officers from Mjambere where he succumbed. Prior to his demise, Mlai Mambo Mgandi had lodged 3 cases on different dates regarding the entry to his home by people known to him who destroyed a water tank and also cut trees down. The cases were in court but suddenly after his untimely death all were discontinued or withdrawn under unclear circumstances. Further, after the death of Mlai Mambo Mgandi, the family continued to receive threats from the same persons believed to have killed him. Despite lodging complaints at Junda Police Post and Mjambere Police Station, the police have ignored and refused to assist the aggrieved family.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
471.	Dazungu Charo Kahindi CAJ/MSA/POL/015/535/ 2024	Male	National Police Service	No	Unresponsive Official Conduct	The Complainant alleged that his son was murdered in Majaoni on the 25th of April 2019 and he reported the same day at Kiembeni Police Station. In 2020, the Complainant reported delay in concluding investigations to IPOA but the matter was referred back to Kiembeni Police Station who exhumed the remains of his son. However, to date he neither knows where the remains are nor the outcome of the investigations.	Inquiry Ongoing
472.	Joanes Oketch Ongoro CAJ/MSA/POL/015/539/ 2024-SAK	Male	National Police Service	No	Delay	A complaint that he made a report of stealing by agent under OB No. 32/14/10/23 at Shelly Beach Police Station.	File Closed
NATIONAL POLICE SERVICE COMMISSION							
473.	Philemon Kiptoo Barsulai CAJ/NPS/015/4451/24-SK	Group/Organization	National Police Service Commission	No	Delay	A complaint alleging delay in processing of the complainant's terminal dues upon dismissal from service.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
474.	Yusuf Ramadhan Berow CAJ/NPS/015/4392/24-JMM	Male	National Police Service Commission	No	Delay	The Complainant alleged that he was Police Officer, Police Force No. 43771 (4) and was dismissed from service in 1996 without any justification. He had persistently raised the issue with NPSC office where they indicated to him vide a letter dated 30th April 2021 that his issue was being addressed.	Inquiry Ongoing
DIRECTORATE OF CRIMINAL INVESTIGATIONS							
475.	Joseph Makau Musyoko CAJ/DCI/015/4438/24-SK	Male	Directorate of Criminal Investigations (DCI)	No	Delay	A complaint alleging that the Directorate of Criminal Investigations in Yatta delayed in concluding investigations in connection to a matter of forgery and fraud reported by the complainant where his land was fraudulently transferred.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
476.	Dennis Kariuki Thairu CAJ/DCI/015/4426/24-JMM	Male	Directorate of Criminal Investigations (DCI)	No	Delay	The Complainant alleged that he was a brother to the late Martin Wahome Thairu, who died on 2nd December 2023 under mysterious circumstances in Wanguru, Mwea. A postmortem conducted on 5th December 2023 showed that the late Martin Wahome Thairu died of Hypoxia due to aspiration of stomach contents after alcohol intoxication and severe head injury. The investigations were picked by the DCI Wanguru but no update was forthcoming from them	Inquiry Ongoing
477.	Linda Amagove Esendi CAJ/KSM/DCI/015/688/24-AO	Female	Directorate of Criminal Investigations (DCI)	No	Delay	Complainant alleged delay in processing of group life insurance and pension in the estate of Caleb Owino Natha SN.235013	Inquiry Ongoing
478.	Evance Gor for Interface Community Help Desk CAJ/KSM/DCI/015/691/24-AO	Group/Organization	Directorate of Criminal Investigations (DCI)	No	Unresponsive Official Conduct	Complainant alleged failure by the DCI to act on a matter relating to land fraud reported on or about 6/5/2024 over land parcel Kanyada/ Kotieno/Katuma "A" 1180.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
479.	Salome Wafula CAJ/MSA/DCI/015/526/ 2024	Female	Directorate of Criminal Investigations (DCI)	No	Delay	The complainant alleged that she reported a case of forgery to the DCIO Kimilili under OB No.32/5/12/2022 regarding an alleged forged signature in a Confirmation of grant proceedings in Succession Case No. 433A f2010. The same was raised in Bungoma HC P&A Cause No. 433 A of 2020 but as the DCIO had not completed the investigations, the claim of forgery was dismissed by the Court.	Inquiry Ongoing
480.	Salome Wafula CAJ/MSA/DCI/015/527/ 2024	Female	Directorate of Criminal Investigations (DCI)	No	Delay	The complainant alleged that on 4th November 2022, the area assistant chief and teachers from Matili RC School, village elders stormed her family home alleging that she stole maize from the school. She lost a sum of Kshs 20,000. The matter was reported to Kimilili Police Station under OB No. 52/04/11/2022, but to date there was no outcome.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
481.	Dominic Noah Wesonga CAJ/HUD/KWA/DCI/015/23/2024	Male	Directorate of Criminal Investigations (DCI)	No	Delay	The complainant alleged that he applied for a certificate of good conduct on 2nd July 2023 and paid the requisite fees on 7th July 2023. However, to date he was yet to receive his certificate.	Inquiry Ongoing
482.	M'mwithimbu M'Arachi CAJ/DCI/015/4425/24-FN	Male	Directorate of Criminal Investigations (DCI)	No	Delay	The complainant alleged that the ODPP had failed to respond to his letter dated 4th April 2024 regarding alleged inaction by DCI in Tigania Central, in looking into a matter reported regarding alleged land grabbing of MERU/AKAIGA/1405	Inquiry Ongoing
483.	Ado Hussein Alkama-FN CAJ/DCI/015/4436/24	Male	Directorate of Criminal Investigations (DCI)	No	Unresponsive Official Conduct	The complainant alleged that the respondent was unresponsive in investigating a Mavoko land issue reported to their offices in 2022	Inquiry Ongoing
484.	Samuel Kiura Gichumbi CAJ/DCI/015/4413/24-JMM	Male	Directorate of Criminal Investigations (DCI)	No	Delay	The Complainant alleged that he applied for a Certificate of Good Conduct on 11th May 2023 at Embu Huduma Centre, application No. PCC-LLTRDRKY. The same wasn't issued despite several follow-ups	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
TEACHERS SERVICE COMMISSION							
485.	Clemensiah Nyamokami CAJ/TSC/013/2647/2024-KC	Female	Teachers Service Commission	No	Delay	The complainant alleged delay in processing her pension benefits upon retiring from teaching service with effect from July 2022 while serving at Musa Primary school in Kajiado County.	Inquiry Ongoing
486.	Charles Kiprono Kirui CAJ/TSC/013/2645/24-KC	Male	Teachers Service Commission	No	Delay	The Complainant alleged delay by TSC to effect payment of 3 months' salary during the period he had been employed on contract as a relief teacher from 1st October to 31st December 2015 and posted to Teret Secondary School, Nandi County. He stated that despite inquiries and follow up, the matter had not been settled.	Inquiry Ongoing
487.	Elizabeth Kaguru Marigu CAJ/TSC /013/2696/24-KC	Female	Teachers Service Commission	No	Delay	The complainant (TSC No. 450995) alleged delay at TSC in processing her pension benefits upon retiring from teaching service with effect from July 2022 while serving at Marimanti Primary school, Tharaka Nithi County.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
488.	George Ochieng Misigah CAJ/TSC/013/2723/24-KC	Male	Teachers Service Commission	Yes	Unfair Treatment	The Complainant stated that he is a teacher with a hearing impairment registered by National Council for Persons with Disabilities under Reg. No. NCPWD/P/289554 and currently stationed at Nina School for the Deaf in Siaya County. That for purposes of enabling him discharge his duties optimally, he used to get the Disability Guide Allowance (DGA) until November 2020 when the TSC stopped payment without any reasonable cause. Subsequently, he had sought the reinstatement of the allowance on several occasions but TSC had declined to effect the same.	Inquiry Ongoing
489.	Solomon Gitaiba Gathua HUD/NKR/TSC/013/47/24-FL	Male	Teachers Service Commission	No	Delay	A complaint on allegations of delay by TSC to compute and forward his personnel file to the pensions department following his retirement form service on 20/4/2023 where he was teaching at Rimuko Primary School, Nakuru County, TSC Number 212814	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
490.	Elphas Kimeli Kiriwa CAJ/ELD/TSC/013/139/2 4-FL	Male	Teachers Service Commission	No	Unresponsive Official Conduct	A complaint on allegations that TSC has failed to settle dues owed to the estate of Viola Chepngetich Saina who until her demise on 12/12/2015 was their employee attached to Kamagap Primary school, Nandi County	Inquiry Ongoing
491.	Joseph Kiprono Moindi CAJ/ELD/TSC/013/145/2 4-MM	Male	Teachers Service Commission	No	Administrative Injustice	A complaint on allegations of failure by the TSC to address his complaint on anomaly in the computation of his pension dues upon his retirement from service in 2014	Inquiry Ongoing
492.	Daniel Koiko Saiya CAJ/ELD/TSC/013/148/2 4-MM	Male	Teachers Service Commission	No	Delay	A complaint on allegations that TSC has delayed to forward his personnel file to the Pension Department to enable the payment of his pension following his retirement from service on 30/6/2023.	Inquiry Ongoing
493.	William Kosgei CAJ/ELD/TSC/013/149/2 4-MM	Male	Teachers Service Commission	No	Delay	A complaint on allegations that TSC has delayed to forward his personnel file to the Pension Department to enable the payment of his pension following his retirement from service on 30/6/2023.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
494.	Solomon Githaiba Gathua HUD/NKR/TSC/013/151/ 24-FL	Male	Teachers Service Commission	No	Delay	A complaint on allegations of failure by the Eldoret High court to update him on the status of his appeal filed in the year 2013 vide criminal appeal No. 186 of 2013.	Inquiry Ongoing
495.	Antony Miriti Kiriga CAJ/TSC/013/2642/24- EMN	Male	Teachers Service Commission	No	Delay	The complainant alleged that he is a teacher who was transferred from St. Peters Nkuene Boys in Meru to Mwitura Secondary School in Laikipia which is in a hardship area but that the Respondent had failed to process and pay his hardship allowance	Inquiry Ongoing
496.	Collins Omondi Odhiambo CAJ/TSC/013/2728/24- EMN	Male	Teachers Service Commission	No	Delay	The Complainant alleged that he was contacted as an intern teacher on 18th January, 2024 and posted to Kogola Primary School and that he has dutifully and diligently performed his duties at the said school though he has never received his salary. He said that he has on several occasion contacted the Teachers Service Commission for redress but has not been paid.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
497.	Opiyo Kenneth CAJ/TSC/013/2631/24 - FN	Male	Teachers Service Commission	No	Unresponsive Official Conduct	A complaint alleging that the complainant who was promoted from C2 to C3 and was informed that the same would result in a pay rise effective 16th May 2023, however despite several follow ups on the matter the pay rise has not been forthcoming	Inquiry Ongoing
498.	Lucy Wathote Mbutia CAJ/TSC/013/2675/24 - FN	Female	Teachers Service Commission	No	Delay	A complaint alleging that the respondent has failed/neglected to pay the complainant an enhanced house allowance that is owed to her from July 2019 to July 2020	Inquiry Ongoing
499.	Obed Nyachio Ratemo CAJ/TSC/013/2710/24- FN	Male	Teachers Service Commission	No	Unfair Treatment	A complaint alleging that the respondent has failed to promote the complainant despite him having met the criterion prescribed in the TSC career progression guidelines of 2018. He has followed up on the matter to no avail	Inquiry Ongoing
500.	David Bett CAJ/TSC/013/2635/24- FN	Male	Teachers Service Commission	No	Administrative Injustice	A complaint alleging that the respondent served the complainant with three different letters of interdiction between October 2015-2016 and have not reinstated him to employment (requested complainant to provide further details)	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
501.	Joseph Albert Kidue Lalu CAJ/HUD/WND/TSC/013/13/2024-SAK	Male	Teachers Service Commission	No	Delay	The complainant was appointed as a teacher in 1973 and retired on August 2003. He alleged that his pension was not updated as per the decision in Nakuru Civil Appeal No 300 of 2009 between the Teachers Service Commission and Simon P Kamau & 19 Others. Further, he alleged that there were unpaid salary arrears from 1997 to August 2003.	Inquiry Ongoing
502.	Mary Kilola Maghanga CAJ/MSA/TSC/013/179/2024-SAK	Female	Teachers Service Commission	No	Delay	A complaint regarding dependant's benefits. The Complainant is the wife of the late Dickson Nyamai Masila who was a trained primary school teacher until his demise on 5th February 2019. The Complainant alleged that shortly upon the demise of her husband, she applied for the dependant's benefits and provided all the necessary documents. However, despite several follow-ups with the Commission including in-person visits to the regional offices and the headquarters in Nairobi, her application had not been acted on and she had not been given any explanation as to what could have occasioned the delay.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
503.	Susan J. Tanui CAJ/PEN/000/1583	Female	Teachers Service Commission	No	Delay	The complainant alleged that she was a beneficiary of salary arrears awarded by the Court in 1997, but her pension benefits had not been revised.	Inquiry Ongoing
504.	Markoko Samson CAJ/TSC/013/2688/24-SCK	Male	Teachers Service Commission	No	Unfair Treatment	The complainant alleged discrimination in the promotion of teachers especially from the minority communities of the Njemps and the Ilchamus in Baringo County.	Inquiry Ongoing
505.	Chebet Rono Eunice CAJ/TSC/013/2665/24-SCK	Female	Teachers Service Commission	No	Inefficiency	The Complainant alleged that she had been a primary teacher and was over 55 years old .In 2019 she requested for early retirement from the service having endured the loss of her Husband. That in the year 2010 she requested for early retirement and followed the due process, but she received an interdiction letter. That she appeared before a disciplinary committee and was cleared of any wrongdoing. That she resumed the process and it was successful, but she had not received any further communication or payment of her benefits.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
506.	Redempta Mwikali Kii CAJ/TSC/013/2704/24-SCK	Female	Teachers Service Commission	No	Delay	The complainant alleged that she was a dependant of the late Joseph Mutunga Kiilu TSC NO. 278570, who passed away on 29th June 2020 while serving as a teacher. That she submitted the required documents for death gratuity but the same had not been paid.	Inquiry Ongoing
507.	Mary Mwari CAJ/TSC/013/2643/24-SCK	Female	Teachers Service Commission	No	Manifest Injustice	The complainant alleged that she was irregularly transferred from Ngutini Secondary School in Tana River County to Mua Hills Girls in Machakos County, and that after appealing she was transferred back to her home county, but that she was not paid her salary for a period of four months.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
508.	Boniface Kiprop Kandie CAJ/TSC/013/2747/24-SCK	Male	Teachers Service Commission	No	Inefficiency	The complainant alleged that he was an employee of the Teachers Service Commission (TSC NO 762168), and that he reported threats to his life as unknown persons attacked him while at the Neboi Secondary School in Mandera where he was stationed. That he developed a medical condition as a result of traumatic experiences there, forming the basis of his request for transfer to his home county. That the Commission's transfer system did not capture his station and as such he was unable to lodge the request.	Inquiry Ongoing
509.	Peter Maina Kimondo CAJ/TSC/013/2722/24-SK	Male	Teachers Service Commission	No	Delay	A complaint alleging delay by the Commission in submitting documents requested for by the State Department for Basic Education to facilitate processing of the complainant's pension dues.	Inquiry Ongoing
510.	Fredrick Gichuru Ngunyi HUD/NYE/TSC/013/260/24-SK	Male	Teachers Service Commission	No	Unlawful Official Conduct	A complaint alleging failure by the Commission to consider the complainant's appeal against termination after being subjected to a disciplinary process.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
511.	Ruth Katunge Muthama CAJ/TSC/013/2733/2024 -WK	Female	Teachers Service Commission	No	Delay	The complainant alleged that while working as a teacher at Matulani Primary School while on official duty she was involved in an accident on her way to Machakos. However, she was yet to be paid her compensation of Ksh. 2,699,627.	Inquiry Ongoing
512.	Edward Kinoti Magaju CAJ/TSC/013/2734/24- WK	Male	Teachers Service Commission	No	Ineptitude	The complainant alleged that his service number had been issued to another person and wanted the same rectified.	Inquiry Ongoing
513.	Eliud Nganga Thiru HUD/GPO/TSC/013/257/ 24-WK	Male	Teachers Service Commission	No	Delay	The Complainant alleged that he had not been paid his lump-sum pension benefit since the Commission was yet to submit his file to the Pensions Department.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
514.	Alex Muriki CAJ/ISI/M.EDU/013/054/24 - KWK	Male	Teachers Service Commission	No	Unfair Treatment	Complainant alleged that he was a teacher at Longopito Primary School, Oldonyiro under TSC Number 467679. That he was appointed a head teacher at Lengwenyi Primary school in Oldonyiro Zone, Isiolo County in 2015. He was subsequently transferred to Ntalabany Primary school due to insecurity as a temporary deployment. He was to serve at the new school on temporary transfer to another school as head teacher, but notwithstanding the existence of vacancies in several schools he was not deployed as a head teacher and his responsibility allowance was unprocedurally stopped in July 2017. Further, that he was downgraded from a Head teacher and designated as a Senior teacher and could not therefore benefit from the conversion of new administrators to new grades as per the 2017-2021 Collective Bargaining Agreement.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
515.	Andrew Pilipili CAJ/ISL/M.EDU/013/55/ 24-KWK	Male	Teachers Service Commission	No	Manifest Injustice	The Complainant alleged that he was appointed as a primary school head teacher from 2007 to 2014, and that in 2014 he was reassigned as a classroom teacher without an explanation. That this led to loss of benefits and negatively affected his mental state. He sought reinstatement to his former position as head teacher and elevation to the appropriate job grade as per the 2017 Collective Bargaining Agreement but the Commission did not address the matter.	Inquiry Ongoing
516.	Jacob Gatobu ISI/HUD/M.EDU/013/025/ 24-FM	Male	Teachers Service Commission	No	Delay	The Complainant alleged that he retired as a teacher TSC No. 311841 in June 2023 and was cleared by the Teachers Service Commission, but the latter had failed to forward his file to the Pensions Department for processing of his pension benefits.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
517.	HALIMA ABDI SAMATAR CAJ/GSA/TSC/013/03/24-AH	Female	Teachers Service Commission	No	Delay	The complainant alleged that she had retired from service in July 2020 and she was yet to be paid her retirement benefits despite numerous inquiries at the TSC regional office.	Inquiry Ongoing
518.	Edward Maina CAJ/TSC/013/2634/24-JMM	Male	Teachers Service Commission	No	Delay	The Complainant alleged that he is a teacher at Itaaga Secondary School in Maragua, TSC No. 685705. He had had issues with the School Principal and had persistently requested for a transfer without success. The School Principal re-assigned another teacher his duties and left him with no duties. He brought the same to the attention of TSC vide a letter dated 3rd November 2023 but no action was taken. His salary was also stopped on account of desertion of duty, an issue he attributed to the school principal since he replaced him with another teacher.	Inquiry Ongoing
519.	Molly Njeri Gitari CAJ/TSC/013/2691/24-JMM	Female	Teachers Service Commission	No	Unfair Treatment	The Complainant alleged that she was retired on public interest on 17th	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						October 2023 on allegation of misconduct.	
520.	Nehemiah Stone Bic Misiani CAJ/TSC/013/2745/24-JMM	Male	Teachers Service Commission	No	Delay	The Complainant alleged that Teachers Service Commission withheld his documents being the letter of appointment and therefore his Pension couldn't be released.	Inquiry Ongoing
521.	Phena Adhiambo Obongo CAJ/KSM/TSC/013/426/24-AO	Female	Teachers Service Commission	No	Delay	The complainant alleged delay by TSC to process the file of Moses Otieno Juma's (deceased) file TSC No. 497863 and forward to Pensions Department for further action.	Inquiry Ongoing
522.	Edwina Achieng Olweny CAJ/KSM/TSC/013/427/24-AO	Female	Teachers Service Commission	No	Delay	A complaint against TSC by TSC No. 205195, alleging delay in compiling and forwarding her file to pensions department for ultimate payment of her retirement dues.	Inquiry Ongoing
523.	Charles Gilbert Otieno CAJ/KSM/TSC/013/429/24-AO	Male	Teachers Service Commission	No	Unresponsive Official Conduct	Complainant alleged failure on the part of TSC to compute and forward contributions for Mary Atieno Onguto (dcd) TSC NO. 323393 to NSSF for payment.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
524.	Zilpar Anyango Odongo CAJ/KSM/TSC/013/430/24-AO	Female	Teachers Service Commission	No	Unresponsive Official Conduct	Complainant alleged failure on the part of TSC to process dues in the estate of Polycarp Akoko Opana TSC No. 260304 and forward to pensions for processing and payment and updating NSSF records and forwarding to NSSF for payment.	Inquiry Ongoing
525.	Daisy Akoth Ogony CAJ/KSM/TSC/013/434/24-AO	Female	Teachers Service Commission	No	Unresponsive Official Conduct	Complainant, TSC No. 628510 alleged nonpayment of dues following a contract as a relief teacher at Nayamnia Primary School, Gem Sub County from October to December 2015.	Inquiry Ongoing
526.	Allan Ochieng Ondiege CAJ/KSM/TSC/013/434/24-AO	Male	Teachers Service Commission	No	Unresponsive Official Conduct	Complainant, TSC No. 242467 alleged failure on the part of TSC to process his file and forward to Pensions Department for payment of pension dues.	Inquiry Ongoing
527.	Ogolla Vitalise Odour CAJ/KSM/TSC/013/423/24-WT	Male	Teachers Service Commission	No	Delay	Complaint alleged delay by the Teachers Service Commission to process his file and forward it to the Pension's Department for the payment of his pensions, TSC No. 270973. He retired from the service of the Teachers Service Commission with effect from July 2022.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
528.	Ditomax Odhiambo CAJ/KSM/TSC/013/431/ 24-WT	Male	Teachers Service Commission	No	Unresponsive Official Conduct	The complainant alleged failure by the Teachers Service Commission to process and pay death gratuity for his late father, Raphael Tundu Ogutu who worked as a teacher, TSC No. 4129 and died in 1997. That he filled the requisite claim forms and forwarded to the TSC in, but he did not get any feedback from TSC.	Inquiry Ongoing
529.	Faustine Mutie Zakayo CAJ/TSC/013/2626/24-MD	Male	Teachers Service Commission	No	Delay	The Complainant was appointed to the post of Secondary Teacher II and deployed to Junior Secondary School on 3rd March 2023. His salary was increased from 419,460.00 to 524,328 PA and the increment is yet to reflect on his payslip. He seeks the Commission's intervention for his concerns to be addressed and resolved.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
530.	Dennis Kinyua Wanja CAJ/TSC/013/2718/24	Male	Teachers Service Commission	No	Unresponsive Official Conduct	The Complainant alleged that the was employed by TSC IN 2018 and was suspended in November 2022. He was reinstated in October 2023 and has not received his salary since. He was requested to avail supporting documents to facilitate inquiry.	Inquiry Ongoing
531.	Mugane Law LLP CAJ/TSC/013/2714/24-MD	Group/Organization	Teachers Service Commission	No	Delay	The Complainant by a letter dated 18th April 2024 addressed to TSC and copied to us requested the Respondent Commission to fast-track the processing of the death gratuity claim payable to the estate of their client. We acknowledged receipt and sought to be updated on the progress of the matter.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
532.	Phina Atieno Ayodo CAJ/TSC/013/2719/24-MD	Female	Teachers Service Commission	No	Inefficiency	The Complainant alleged that her late husband was a retired TSC employee. He died in 2021 and since then, she has not received any pension remittance. She followed up on the matter with TSC and Pension and established that her late husband's file was missing. She sought the Commission's intervention for payment of the withheld pension remittance to enable her to pay outstanding school fees for their two children.	Inquiry Ongoing
533.	Dennis Kinyua Wanja CAJ/TSC/013/2718/24-MD	Male	Teachers Service Commission	No	Unresponsive Official Conduct	The Complainant alleged that he was employed by TSC in 2018, suspended in 2022, and reinstated in 2023 October. He had been working without pay and all efforts to follow up on withheld payment were unsuccessful. The Complainant was requested to provide supporting documents to facilitate inquiry into the matter. He has since not supplied.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
534.	Benard Ouma Haya CAJ/TSC/013/2720/24-MD	Male	Teachers Service Commission	No	Unfair Treatment	The Complainant alleged a lack of promotion opportunities by TSC. He was employed on 1st October 2014 as a diploma teacher and posted to Wayama Secondary School. He was promoted to secondary II (t-Scale 7) by a letter dated 13th June 2018 with effect from 6th October 2017. He contended that his next promotion ought to have been in October 2020 but it never materialized because he was interdicted. However, he was reinstated and has been in the same job group for Seven (7) years.	Inquiry Ongoing
535.	Catheine Kileta for Kileta Mourice Mwailongo CAJ/HUD/WND/TSC/013/12/2024	Female	Teachers Service Commission	No	Oppressive Official Conduct	The complainant alleged that he was a teacher working at Mlechi Primary School. He was promoted to a P1 teacher in January 1996, however, to date his monthly salary did not reflect the promotion as he was still paid as a teacher in grade P2.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
536.	Joseph Albert Kidue Lalu CAJ/HUD/WND/TSC/01 3/13/2024-SAK	Male	Teachers Service Commission	No	Delay	The complainant alleged that he was appointed as a teacher in 1973 and retired on August 2003. However, his pension was not updated as per Civil Appeal No 300 Of 2009 between Teachers Service Commission and Simon P Kamau and 19 Others. Further, he alleged that that he had unpaid salary arrears from 1997 to August 2003.	Inquiry Ongoing
PUBLIC SERVICE COMMISSION							
537.	Samuel Njoroge Gichuhi CAJ/PSC/016/222/24- WK	Male	Public Service Commission	No	Unlawful Official Conduct	The complainant alleged that he was admitted to pursue a privately funded PhD program and was not accorded privileges of being exempted from paying training levy and reimbursements of quarter per diem.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
538.	Eric Samuel Munene CAJ/PSC/016/226/24-EMN	Male	Public Service Commission	No	Unfair Treatment	This complaint is addressed to the Respondent and copied to this Commission. The Complainant alleged that he applied for position of Air Transport Officer two as advertised by the Respondent but was not shortlisted. He was advised to follow up with the Respondent and update	Inquiry Ongoing
539.	Kenya Union of Pre-Primary Education Teachers CAJ/PSC/016/217/24-EMN	Group/Organization	Public Service Commission	No	Delay	The Complainant alleged that they had lodged appeals with the Respondent on behalf of their members but that the Respondent had failed to schedule them for hearing hence occasioning the members injustice.	Inquiry Ongoing
540.	David Simiyu CAJ/PSC/016/223/24-EMN	Male	Public Service Commission	No	Unfair Treatment	The complainant alleged that he was shortlisted for an interview by the Respondent but that when he appeared for the interview, he was not interviewed. He was requested for further details of his complaint.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
541.	David Njagi CAJ/PSC/016/218/24-EMN	Male	Public Service Commission	No	Unfair Treatment	The complainant alleged that the Respondent excluded his name from the approved list of recruited clerical officers. He claims that he was recruited as a clerical officer on the 3rd August, 2022 and subsequently deployed to the Directorate of Research Manufacturing and Industrialization Policy. He was requested for his claim supporting documents.	Inquiry Ongoing
COUNTY GOVERNMENT OF NAIROBI							
542.	Anonymous (Illegal Construction South C Mugoya) CAJ/CG/NRB/060/402/2024-KC	Unkown	County Government of Nairobi	No	Unresponsive Official Conduct	The complainant alleged inaction by the County Government of Nairobi to address a complaint regarding the illegal construction on LR No. NRB/BLK146/103 in South C, Mugoya Estate Phase IV. The complainant claimed that the developer had undertaken extensive renovation on the property occasioning inconvenience, noise to the neighbors and that despite reporting to the concerned county authorities, no action had been taken nor feedback given.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
543.	Eric Kinaka CAJ/CG/NRB/060/4061 /247-EMN	Male	County Government of Nairobi	No	Inaction	The complainant alleged that they had reported a matter of noise nuisance from the neighbour's dogs to the Respondent but that the Respondent had failed to take action	Inquiry Ongoing
544.	Waiyaki Gichure CAJ/CG/NRB/060/408 - FN	Male	County Government of Nairobi	No	Unfair Treatment	The complainant alleged that together with others from Kangemi Harambee Market Association, they were not invited for a public participation forum conducted by the respondent on 15th February 2024.	Inquiry Ongoing
545.	Kennedy Gitau CAJ/CG/NRB/060/404/ 24-EMN	Male	County Government of Nairobi	No	Delay	The complainant alleged that he was contracted to undertake several building projects within Nairobi county. He carried out the projects to completion, handed over the sites but the Responded had failed to pay him	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
546.	Joel Githaiga Muchiri CAJ/CG/NBI/060/414/24-EMN	Male	County Government of Nairobi	No	Delay	The complainant alleged that they took loans from the Nairobi County loans board and that they had repaid the same. He said that the committee that had been elected to process and issue the loans was disbanded and that they haven't been able to receive their collateral. The complainants were requested for further details on their loans.	Inquiry Ongoing
547.	John Francis kadogo CAJ/CG/NBI/060/410/24-EMN	Male	County Government of Nairobi	No	Unfair Treatment	The complainant alleged that he is the Complainant's at Kariobangi South-Tenant House No. KSM 10 house was but that the same was re-allocated without his knowledge. He was requested to supply the Commission with his claim supporting documents	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
548.	Robert Ongaga Odundo CAJ/CG//NRB/060/414/24- EMN	Male	County Government of Nairobi	No	Unfair Treatment	<p>The Complainant alleged that he is the Respondent's employee and that around July, 2017, he was appointed as a member of the assumption of office of the new governor. He performed his duty and that upon assumption of office, the new County Government accused them of misuse of funds allocated to them by virtue of being members of the assumption of office Committee.</p> <p>The allegations were investigated by the Directorate of Criminal Investigations and cleared but that despite the clearance, the County Government proceeded to recover a sum of Kshs. 123, 775/- alleged to have been misappropriated. His efforts to recover the amount recovered from him have been in vain.</p>	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NAIROBI COUNTY PUBLIC SERVICE BOARD							
549.	Boston Moranga Mokora CAJ/CG/NRB/060/405/ 24-EMN	Male	Nairobi County Public Service Board	No	Unfair Treatment	The Complainant alleged that he was the Respondent's employee on contract basis ad that the Respondent has failed to consider him in the ongoing recruitments for consideration into permanent and pensionable terms. He was advised to provide further details and his claim supporting documents.	Inquiry Ongoing
MINISTRY OF EAST AFRICAN COMMUNITY (EAC), THE ASALS AND REGIONAL DEVELOPMENT							
550.	Johnson Kamau Mwangi CAJ/EAC/073/20/24-KC	Male	Ministry of East African Community (EAC), the ASALS and Regional Development	No	Unresponsive Official Conduct	The complainant alleged that he is an ex-employee of the defunct East Africa Community. He stated that since its collapse in 1977 they had not been paid their dues. He reported the matter to his area MP, Kikuyu Constituency by a letter dated 14th October 2013 who referred the matter to the CS Ministry of East African Affairs for resolution but there had been no response.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA NATIONAL EXAMINATION COUNCIL							
551.	Patrick Andayi Mboyi CAJ/KNEC/013/2651/24-KC	Male	Kenya National Examination Council (KNEC)	No	Delay	The complainant alleged delay by the Council to process payment for services rendered during the exam verification and validation exercise at Kilimambogo TTC, Kiambu County in 2022. The complainant indicated that despite inquiries and follow up, the matter remained unresolved.	Inquiry Ongoing
552.	Dan Tsumah Ndolo CAJ/KNEC/013/2708/24-KC	Male	Kenya National Examination Council (KNEC)	No	Delay	The complainant alleged delay in processing the payment of Kshs. 252,750 being dues for services rendered during the moderation of CDACC and CBET examinations administered in December 2021 and January 2022. The moderation took place at Murang'a University and Machakos Teachers Training College respectively.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
553.	Kennedy Haji Kweyu CAJ/KNEC/013/2964/24 - EMN	Male	Kenya National Examination Council (KNEC)	No	Unresponsive Official Conduct	The complainant alleged that he sat and failed his Kenya Primary Teachers Exams in 2008 under index 65106124 at Bungoma Teachers Training College but failed. Attempts to re-sit the same have borne no fruit.	Inquiry Ongoing
554.	Daniel Mutisya CAJ/KNEC/013/2646/24 -JMM	Male	Kenya National Examination Council (KNEC)	No	Unresponsive Official Conduct	The complainant alleged that he was engaged by Kenya National Examinations Council (KNEC) to carry out a number of activities for their November/December 2022 CBET examination series for TVET Colleges. He developed exams for KNEC and conducted validation exercise which took 5 days from 31st October 2022 to 4th November 2022. He submitted the exams to KNEC's portal registered and had been making a follow -up for payments without success.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
555.	Imelda Alegwa & 30 Others HUD/BGM/KNEC/013/94/24-WT	Group/Organization	Kenya National Examination Council (KNEC)	No	Delay	Complaint by 31 individuals who alleged that they were contracted by the Kenya National Examinations Council (KNEC) to undertake various tasks (including setting, moderation, verification, validation and assessment) in regard to Training Curriculum Development, Assessment and Certification Council CDACC Examinations on diverse dates in the year 2022 and 2023. That despite executing the tasks and filling the necessary claim forms, they had not been paid.	Inquiry Ongoing
TECHNICAL VOCATIONAL EDUCATION AUTHORITY							
556.	Sammy Kirwa CAJ/TVETA/013/2649/24-KC	Male	Technical Vocational Education Authority	No	Delay	The complainant alleged delay in processing subsistence allowance and transport expenses incurred during the verification of CDACC and CBET examinations for November and December 2023.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
MINISTRY OF WATER, SANITATION AND IRRIGATION							
557.	Public Procurement Regulatory Authority (PPRA) CAJ/WAT/009/351/24-KC	Group/Organization	Ministry of Water, Sanitation and Irrigation	No	Unresponsive Official Conduct	The complaint concerned the non-payment of Kshs. 251,000 by Ololaiser Water and Sewerage Company Limited to Mount Kenya Office Mart Limited being the amount due for the supply of office furniture vide LPO No. 3669955. The PPRA stated that the Company had failed to respond to its correspondence severally necessitating the referral of the matter to the Commission for intervention.	Inquiry Ongoing
558.	Anonymous CAJ/ELD/M.WAT/009/11/24-MM	Male	Ministry of Water, Sanitation and Irrigation	No	Delay	A complaint on allegations of delay by the North Rift Valley Water Works Development Agency (NRVWDA) to address their complaint on delay in the completion of the Moiben-Kuserwo Community Water Project- NRV/WORKS/MOI-KUS2022-23/1 PHASE ONE.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
559.	Isaac Muema Ndaka CAJ/M.WAT/009/352/24-EMN	Male	Ministry of Water, Sanitation and Irrigation	No	Delay	The Complainant alleged that his father is the Respondent's retired employee who retired in February, 2023 but that the Respondent has failed to process and forward his pension file to the Pensions department. He was requested for clearer particulars and supporting documents	Inquiry Ongoing

KENYA RURAL ROADS AUTHORITY

560.	Dismas Misoko Makini CAJ/KERRA /006/248/24-KC	Male	Kenya Rural Roads Authority (KERRA)	No	Unresponsive Official Conduct	The complainant alleged lack of feedback and inaction by KERRA office in Kisii to address his complaint lodged in May 2023 concerning a culvert which he claimed had been wrongly/negligently positioned in that it channeled storm water into his compound occasioning damage to his house and property. He claimed that despite follow up, he had not received feedback from KERRA office	Inquiry Ongoing
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No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
561.	Joan Ochola CAJ/KERRA/006/251/24-EMN	Female	Kenya Rural Roads Authority (KERRA)	No	Inefficiency	This complaint is addressed to the Respondent and copied to this Commission. The complainant alleged that the contractor awarded works on Mahuria-Ahadi road has not completed the work satisfactorily yet he had been issued with a completion certificate. He was advised to follow up with the Respondent and update the Commission.	Inquiry Ongoing
562.	Muriuki Njagi James HUD/EMBU/KERRA/004/44/24-WK	Male	Kenya Rural Roads Authority (KERRA)	No	Manifest Injustice	The complainant alleged that he worked for the Authority at the Embu regional office for 2 years and was not paid his dues.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
563.	Ibrahim Boru CAJ/ISI/M.ROA/006/006/24 -KWK	Male	Kenya Rural Roads Authority (KERRA)	No	Delay	The complainant alleged that his company was awarded a tender for routine maintenance and spot improvement of Bisan Biliqo-Bulesa road by KeRRA. That he successfully completed the said work and was issued with a final certificate of completion. However, the constituency roads committee refused to sign the final completion documents. The complainant was aggrieved by the Committee's failure to sign the documents despite the engineers certifying the quality of the work.	Inquiry Ongoing
564.	Pamela Atieno Ochieng CAJ/KERRA/006/252/24 – FN	Female	Kenya Rural Roads Authority (KERRA)	No	Administrative Injustice	The complainant alleged that KeRRA stopped her salary on grounds that she had retired, which was not the case, as she was still working and had been unfairly retired. The Complainant argued that her official retirement date was 30th June, 2023	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL LAND COMMISSION							
565.	Anthony David Njoroge CAJ/NLC/022/2463/24-KC	Male	National Land Commission (NLC)	No	Inefficiency	The complainant alleged delay at NLC to correct an anomaly in their records concerning land parcel LR. No.Ngong/Ngong/43379. He claimed that a portion of the land measuring 0.1 Ha was marked for acquisition in November 2022 for purposes of rail line expansion but during gazettment, there was a typo which indicated 0.01 hectares. He stated that efforts to rectify the anomaly had not borne fruit hence delaying the compensation process.	Inquiry Ongoing
566.	Graham Gakami CAJ/NLC/022/2464/24-KC	Male	National Land Commission (NLC)	No	Delay	The complainant alleged delay at NLC to process compensation for land parcel LR. No. Muguga/Mugua/2701 measuring 0.023 Ha which was acquired for purposes of the James Gichuru Junction - Rironi Junction (A104/B3) Road Project. He stated that despite submitting the relevant supporting documents, the funds had not been processed.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
567.	David Kiprono Chile CAJ/ELD/NLC/022/108/24-EK	Male	National Land Commission (NLC)	No	Unresponsive Official Conduct	A complaint on allegations of failure by NLC to furnish them with the decision on a historical land injustice matter that they had filed regarding the Mautuma Settlement Scheme Squatters, Likuyani sub county, Kakamega County.	Inquiry Ongoing
568.	Tax Payers CAJ/ELD/NLC/022/112/24-EK	Group/Organization	National Land Commission (NLC)	No	Delay	A complaint on allegations that NLC has delayed to address their complaint on historical land injustice regarding Tuwan Farm Limited LR. NO. 8813, Trans Nzoia County which they lodged on 25/4/2024.	Inquiry Ongoing
569.	Munene Kivuti CAJ/KERRA/006/245/24-SK	Male	National Land Commission (NLC)	No	Unresponsive Official Conduct	A complaint alleging that the National Land Commission valuers delayed in undertaking valuation to facilitate compensation.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
PUBLIC OFFICER							
570.	Horinda Wanjiku Ngari CAJ/PO/047/700/24-SK	Female	Public Officer	No	Abuse of Power	An allegation of misconduct by the Deputy OCS of Siakago Police Station in Embu County for issuing threats and intimidation to the complainant with a view to force him give up on a land dispute with a person known to him	Inquiry Ongoing
571.	Jibril Ali Fanke CAJ/PO/047/734/24-WK	Female	Public Officer	No	Unlawful Official Conduct	The complainant alleged that his life was being threatened by a police officer because of theft of his phone Nokia C32. Complainant referred to the National Police Service-Internal Affairs Unit.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
572.	Ndapaya Ene Mbaayo CAJ/PO/047/732/2024-KC	Female	Public Officer	No	Unlawful Official Conduct	The complainant stated that she had been appointed as the administrator of Mpaayo Seki for purposes of following up on compensation from KETRACO for loss of land use on LR No. Kajjado/Ildamat/135 for establishing a power line. However, in the course of follow up, she realized that the Deputy County Commissioner, Isinya in collusion with the complainant's step-son had written a letter to KETRACO advising them not to process and release the compensation.	Inquiry Ongoing
573.	Samson Mbungu & Charity Mbungu CAJ/PO/047/744/2024-KC	Male	Public Officer	No	Unlawful Official Conduct	The complainant alleged interference by the County Lands Surveyor, Kirinyaga with the boundaries of his land parcels LR. No.s INOI/Kiamburi 1179 and 1180. He alleged that the surveyor surveyed the land parcels in his absence and awarded the owner of INOI/KIAMBURI/1157 part of their land and as a result, the mutation form had been caused to disappear from the Kirinyaga Lands Registry.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
574.	Amina Osman CAJ/PO/047/675/24-EMN	Female	Public Officer	No	Inefficiency	The Complainant alleged that the Respondent had refused to issue her with an introductory letter to enable her obtain letters of administration of her deceased mother's estate.	Inquiry Ongoing
575.	Alexander & Alexander Advocates CAJ/PO/047/748/24-FN	Group/Organization	Public Officer	No	Delay	A complaint alleging that the Naivasha Land Registry has failed to issue a report on a boundary dispute regarding Parcels of land; NAIVASHA/MWICHIRINGIRI BLOCK 4,2744,2745,2730,2731,3715 AND 3689. After a meeting hosted by the Respondent with the concerned parties on 6th November 2023	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
576.	Abdalla Kassim Bendo CAJ/MSA/PO/047/9/20 24-SAK	Male	Public Officer	No	Abuse of Power	The Complainant alleged that on or around 15th May 2024 he was stopped from clearing and taking his motor vehicle from the Mombasa port by the DCIO Kilindini. He alleged that he had complied with all the necessary procedures required for release and paid all the requisite fees. He alleges that the DCIO Kilindini demanded that the consignment needed to undergo a multiagency verification for it to be released. The Complainant alleged that neither he nor his agents were ever informed of such a requirement and that the DCIO Kilindini only wanted him to pay a bribe so that his consignment could be released.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
577.	Wambui Josephine CAJ/NHRR/PO/047/29/24 – MK	Female	Public Officer	No	Abuse of Power	Complainant alleged that the chief who is her business partner fabricated evidence against her causing her to be arrested and the police to seize her stock at her bar. She also alleged that the chief led a multi-agency raid on her business on suspicion of selling fake alcohol and in the process under declared exhibits seized from her premises which included money and electronics.	Inquiry Ongoing
578.	Kiboi George CAJ/NHRR/PO/047/30/24 – MK	Male	Public Officer	No	Unlawful Official Conduct	Complainant alleged that four members of the Nyahururu Water and Sanitation Company travelled out of Laikipia County for a four day stay in Nakuru County to conduct tender evaluations. He alleged that the four officers were compensated with daily subsistence allowances among other allowances, which was in direct violation of the circular on priority allowances for other public officers referenced as Ref. No. SRC/ADM/11(156).	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
579.	Simon Mwangi Nguyo CAJ/NHRR/PO/047/28/24-MK	Male	Public Officer	No	Manifest Injustice	The complainant alleged that they had been allocated land by the settlement office but the land has been reallocated to other people without their notice.	Inquiry Ongoing
580.	Evan Kinyua Muchiri HUD/EMBU/M.EDU/013/255/24-SCK	Male	Public Officer	No	Abuse of Power	The complainant alleged that the head teacher of Gakuu Primary School located in Kangu Sub-location-Mwea had been extorting money from grade 3 parents, whereby every month they had to pay money for their children to enjoy their quiet stay at the institution.	Inquiry Ongoing
581.	Ombonya Kambi & Associates CAJ/P. O/047/684/24-SCK	Group/Organization	Public Officer	No	Unlawful Official Conduct	The complainant alleged illegal removal of a caution which was placed by Paul Anderson Advocates on 21st September 2016 over land Reference Number; DAGORETTI.WAITHAKA/2251 which is registered in the name of Dominic Kihuri Mutua. The complainant alleged that the Land registrar removed the said caution on 28th February 2022 without according their client an opportunity to be heard. That the registrar registered a transfer and issued a new Title deed on the same day.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
582.	Charles Karanja HUD/G.P. O/NRB/047/69/2024-SCK	Male	Public Officer	No	Unlawful Official Conduct	Complainant alleged that his area Chief, one David Mungai Mwaura, had sold a plot to one Charles Mathenge on 17/12/2023 through forgery and fraud, as he had placed a caution on 5/09/1991.	Inquiry Ongoing
583.	Abdullah Dubow Abdi CAJ/PO/047/674/24-SK	Male	Public Officer	No	Abuse of Power	A complaint alleging that the County Commissioner for Garissa County was interfering in a land dispute which was subject of court proceedings in Garissa ELC Suit No. E003 of 2023 and Garissa ELC Misc.Case No.E001 of 2023.	Inquiry Ongoing
584.	Haki Za Wanaume for EwasoNyiro/Suguroi CAJ/PO/047/723/24-SK	Group/Organization	Public Officer	No	Unlawful Official Conduct	A complaint alleging failure by the Laikipia County Criminal Investigation Officer to remove an irregular restriction on land numbers Ewasonyiro/Suguroi/BLKVI/7524,7525 and 7526.	Inquiry Ongoing
585.	Haki Za Wanaume for Duncan Kamande CAJ/PO/047/724/24-SK	Group/Organization	Public Officer	No	Unlawful Official Conduct	A complaint alleging that a Criminal Investigation Officer in charge of Laikipia East crossed his jurisdiction to deal with a land matter in Laikipia Central, a conduct which the complainant believed was actuated by malice and corruption.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
586.	Daniel M. Njoroge CAJ/PO/047/739/24-SK	Male	Public Officer	No	Unfair Treatment	Complainant alleged that he was being unfairly treated by the acting Internal Auditor at the National Treasury, where he was falsely accused and subjected to an unfair disciplinary process.	Inquiry Ongoing
587.	Anonymous CAJ/PO/047/733/24-WK	Unkown	Public Officer	No	Unlawful Official Conduct	The complainant raised an issue against the Director of Human Resource who allegedly fired some staff members hired on casual basis, and replaced them with her relatives.	Inquiry Ongoing
588.	Anonymous CAJ/P.O/047/728/24-WK	Unkown	Public Officer	No	Unlawful Official Conduct	The complainant alleged that the Acting Internal Auditor General at the National Treasury acted on favoritism and belittled auditors.	Inquiry Ongoing
589.	Naomi Njeri Njuguna CAJ/PO/047/736/24-WK	Female	Public Officer	No	Unlawful Official Conduct	The complainant alleged that a Senior Government Surveyor at the Kajiado County had unlawfully demarcated her land and issued two plot numbers for the Same parcel of land.	Inquiry Ongoing
590.	Wilson Njuguna Kinuthia CAJ/PO/047/709/24-WK	Male	Public Officer	No	Manifest Injustice	The complainant alleged that he made an application for rectification of land records by the Kiambu Lands Registry but the application was rejected and he was not given the reasons despite requesting for the same.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
591.	Anonymous CAJ/PO/047/742/2024- WK	Unkown	Public Officer	No	Unlawful Official Conduct	The complainant alleged that Ms. Sharon Kisire was serving as a Commissioner at the Teachers Service Commission, while also serving as a board member at CIC Group in violation of the Constitution.	Inquiry Ongoing
592.	Daud Abdi CAJ/ISL/P.OFF/047/013/ 24 - KWK	Male	Public Officer	No	Unlawful Official Conduct	The Complainant alleged that on 14th July 2023, in the company of his father, he visited the Isiolo police station to view the vehicles that were on sale at the station. That he identified a Land Cruiser KCF 417D which was to be sold at Kshs. 700,000. He gave the said amount in cash to the Officer commanding station who was to issue a receipt the next day. That his efforts to get the vehicle, receipt or refund of his money were futile.	Inquiry Ongoing
593.	Peter Kobia M'mathew CAJ/ISI/P.OFF/047/014/ 2024	Male	Public Officer	No	Abuse of Power	The Complainant alleged that he was the son of Nonagerian M'Mathiu M'Arithi who owned a parcel of land known as P/NO.1924 Ngaremara/Gambela.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
594.	Zahir Ahmad CAJ/PO/047/751/24-MD	Male	Public Officer	No	Outside Mandate	The Complaint is addressed to the Inspector General of Police and copied to this Commission. The Complainant alleged that some professional squatters invaded and demolished his orphanage which was built in 2006 within Utange Area and were aided by the Mombasa County Police Commander. He was advised that he had addressed the matter to the office mandate to redress his complaint.	Inquiry Ongoing
595.	Kenya County Gvt Workes Union Staff Members CAJ/PO/047/710/24-MD	Group/Organization	Public Officer	No	Outside Mandate	This complaint was addressed to Taita Taveta County Government and copied to this Commission. The Complainant, alleged that the CECM Water, Sanitation, Environment, Climate Changa & Natural Resources of the County Government of Taita Taveta was intimidating and harassing the Union branch officials. He was advised that the complaint was addressed to office mandated to handle it.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
596.	Ambrose Mungai CAJ/P.O/047/672/24 - FN	Male	Public Officer	No	Abuse of Power	The complainant alleged that a Chief within Kiambu County had been compromised by his sister, and had as a result refused to issue a letter necessary to initiate succession after the death of their parents.	Inquiry Ongoing
597.	Patrick Mutobiu CAJ/P.O/047/673/24 - FN	Male	Public Officer	No	Abuse of Power	The complainant alleged irregular tendering and cheques authorization procedure by the Principal and Director of Mathiyoa Technical and Vocational Education and Training	Inquiry Ongoing
598.	Devolution Defenders Network CAJ/P.O/047/692/24 - FN	Group/Organization	Public Officer	No	Outside Mandate	The complainant alleged negligent and corrupt practices by the County Director of Education in Homabay County. The Complaint was rightly addressed to the Ministry of Education.	Inquiry Ongoing
599.	MOHAMED DABAR CAJ/GSA/PO/O47/002/23-AH	Male	Public Officer	No	Abuse of Power	The complainant alleged that the chief of his location was using his office to harass and victimize his family members without any valid reason.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
600.	James Owino Oduor CAJ/M.I/062/1525/24- MD	Male	Public Officer	No	Unfair Treatment	The Complainant alleged that Assistant Chief Kitsuru Ward harassed him by arresting him, confiscating his goods of trade, and damaging his business premises. He sought the Commission's intervention for the release of his goods of trade and disciplinary action to be taken against the Assistant Chief.	Inquiry Ongoing
601.	Nicholus Welime & Another CAJ/P.O/047/726/24- MD	Male	Public Officer	No	Unlawful Official Conduct	The Complainants alleged that a land settlement officer in Uasin Ngishu County adversely interfered in land ownership disputes in the Environment and Land Court in favor of their proponents by using his position as a public officer and influence. They sought the Commission's intervention to warn the officer to desist from further interference. The Complaint as lodged lacked some facts that were crucial and would jeopardize the inquiry if initiated as is. The Complainants were requested to supply further facts and details of the case to facilitate inquiry.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
602.	Aloice Odhiambo Lumutu CAJ/P.O/047/727/24	Male	Public Officer	No	Unfair Treatment	The Complainant alleged that the Director General Kenya Civil Aviation Authority unfairly treated him by failing to renew his contract. He applied for contract renewal on the 20th of November 2023 and the same was approved by his head of department, Director, and Human Capital Management Committee. However, the Director general rejected the renewal. He appealed to the Director General on 26th April 2024 and awaited the response to his appeal. He was advised to await feedback on his appeal and provide a status update within 21 working days from 6th May 2024, the date of lodging the Complaint.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
603.	Ahmed Mohamed Duale CAJ/P.O/047/729/24-MD	Male	Public Officer	No	Unfair Treatment	The Complainant alleged that he was an Education Officer in Lagdera in Garissa County and a person living with disability and holder of a PWD certificate which conferred to him tax exemptions. He presented the certificate to the Ministry of Education for compliance which refused to act on PAYE exemption. He sought the Commission's intervention for the Ministry to comply with the tax exemption requirement.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
604.	Jackson Gitahi Gitonga CAJ/MSA/PO/047/7/20 24	Male	Public Officer	No	Oppressive Official Conduct	The complainant alleged that Sergeant Hassan Mohammed of Makupa Police Station had been meddling in cases against the complainant, despite the fact he was not the investigating officer. In January 2022, a case against the complainant by his wife for allegedly threatening her was reported to the Station. The officer and the complainant's sister in law fabricated evidence against him by availing a knife as evidence. Secondly, the officer allegedly assisted the complainant's wife in a fabricated story of defilement against his step-daughter. The complainant stated that the officer was never the investigating officer assigned to the cases.	Inquiry Ongoing
605.	Centre For Litigation on Environment And Governance CAJ/MSA/PO/047/8/20 24	Group/Org anization	Public Officer	No	Abuse of Power	A complaint to the EACC dated 22nd March 2024 requesting the office to launch immediate investigations into the authenticity of the Academic qualifications of Nakhumicha Susan Wafula, the Cabinet Secretary for the Ministry of Health	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
606.	Margaret Wangari Mwangi CAJ/PO/047/706/24-EMN	Female	Public Officer	No	Delay	The complainant alleged that her daughter sat for her KCSE examination form Mairi Secondary school but that she has not received her results. She stated that she had lodged a similar complaint with the Kenya national examination council and was advised to follow up with Kenya National Examination Council and update the Commission.	Inquiry Ongoing
MINISTRY OF EDUCATION							
607.	Jeremiah Karanja Wainaina & 2 Others CAJ/M.EDU/013/2695/24-KC	Male	Ministry of Education	No	Administrative Injustice	The Complainants alleged they had been suspended unfairly on 2nd May 2024 by the management of Machakos Technical Institute for the Blind as a result of student outcry over arbitrary fee increment by the school. They were accused of inciting fellow students to storm out of the school and riot. Complainants were advised to follow up on the suspension proceedings since the process had not concluded.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
608.	Shadrack Kitembe CAJ/ELD/KUCCPS/013/40/24-MM	Male	Ministry of Education	No	Administrative Injustice	A complaint on allegations of failure by the Kenya University & Central Placement Service (KUCCPS) to refund him Kshs. 3,000 that was inadvertently paid following his application for placement.	Inquiry Ongoing
609.	James Kiplimo CAJ/ELD/M.EDU/013/147/24-EK	Male	Ministry of Education	No	Unfair Treatment	A complaint on allegations of failure by the BOM Kosirai Girls High school, Uasin Gishu county to settle dues owed to him following his suspension as a security guard on 13/11/2023.	Inquiry Ongoing
610.	Nancy Kisala CAJ/ELD/KNEC/013/150/24-MM	Female	Ministry of Education	No	Unresponsive Official Conduct	A complaint on allegations of failure by KNEC to issue her with a replacement to her Certificate of Primary Education which she applied in October 2023.	Inquiry Ongoing
611.	Nkuruma Eunice CAJ/KGS/013/2692/24-EMN	Female	Ministry of Education	No	Inaction	The complainant alleged that she is a former student at Koru Girls high school who sat her KCSE in 2023. That she together with others sought to collect their leaving certificate and result but were denied on grounds that they had not paid remedial fees. They said that they had paid all the legal fees as approved by the ministry.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
612.	Duncan Mwangi HUD/NYERI/M.EDU/013/258/24-EMN	Male	Ministry of Education	No	Delay	The Complainant alleged that he is the respondent's retired employee and that he has been following up on his pension in vain	Inquiry Ongoing
613.	Wole Chombo Saha CAJ/MSA/NLC/022/348/24-SAK	Male	Ministry of Education	No	Oppressive Official Conduct	The Complainant alleged that his parcel of land was taken by the government to set up Marimani Primary School in Kisauni, Mombasa. He alleged that no notice was given for him and his family to vacate.	Inquiry Ongoing
614.	Keter Purity Chemutai CAJ/M.EDU/013/2742/24-SCK	Female	Ministry of Education	No	Manifest Injustice	Complainant alleged she was working at the Kilimani Integrated Primary School since 2021, upon being recruited by the Board of Management. That she started working but was not given any letter of employment, and on 11/06/2024 another teacher was employed. That in the middle of a lesson she was called and told that her services were not needed. That she was not paid her terminal dues and believed that she was discriminated due to her disability.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
615.	Florence Karambu CAJ/ISI/M.EDU/013/051/24 - KWK	Female	Ministry of Education	No	Oppressive Official Conduct	The Complainant alleged that her daughter Stacy Karwitha attended Rugusu Day and Boarding primary school located at Buuri location. She further attended Ntugi Mixed secondary school for her secondary education and sat her KCPE and KCSE in 2018 and 2023 respectively; that both of her certificates indicated her gender as male instead of female. She unsuccessfully tried to make a follow-up with the schools she attended and KNEC to have the error with respect to her gender rectified. Despite her paying a fee to KNEC for correction of the error, her certificates remained unchanged.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
616.	Susan Mworio CAJ/ISI/Min.Edu/013/053/2024-KWK	Female	Ministry of Education	No	Abuse of Power	The Complainant alleged that she was a resident of Kiwanjani area, Isiolo town and that she was the legal proprietor of that parcel of land known as 41811 situated at Matabithi area, and bordering Matabithi Primary School. That the school had encroached on her land and the matter was reported to the Kenya National Human Rights Commission (KNCHR) who then organized a meeting with the school's head teacher where it was agreed that the head teacher to engage the lands office in the area to define the boundary in dispute in bid to resolve the matter conclusively. That the head teacher refused to cooperate and instead continued to further encroach into the complainant's land.	Inquiry Ongoing
617.	Silas Kaai Kithaka ISI/HUD/M.EDU/013/024/24-FM	Male	Ministry of Education	No	Delay	The Complainant alleged that his daughter sat for her national exams in the year 2022 at Kinoro Secondary School but her certificate was not issued.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
618.	Catherine Gakii Mutungi ISI/HUD/M.EDU/013/025/24-FM	Female	Ministry of Education	No	Delay	The Complainant alleged that she supervised national exams at the Ebenezer Nyweri Academy in the year 2023 but she was not paid for the work.	Inquiry Ongoing
619.	Benson Muthuri Mwamba ISI/HUD/M.EDU/022/24	Male	Ministry of Education	No	Manifest Injustice	The Complainant alleged that he was employed as an accounts clerk by the Board of Management for Ikuu Boys High School in February 2021, and sometimes in June 2021 he was given additional responsibilities to keep students' pocket money. That on 16th April 2024 he was issued with a show cause letter on various allegations which he responded to but his services were terminated. That he was not accorded due process and that the termination was reprisal for exposing illegal and irregular dealings by some of the members of the Board who were transacting with the school.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
620.	Julius Muriithi ISI/HUD/T.NITHI/M.EDU/013/023/24-FM	Male	Ministry of Education	No	Unlawful Official Conduct	The Complainant alleged that his daughter Leah Judy Julius a 5-year-old PP2 pupil was irregularly dismissed from the Seventh Day Adventist Chiakariga Primary School on 19th February 2024, over non-payment of an imposed termly tuition fee of Kshs. 1,200 and Co-curricular levies of Kshs. 450.	Inquiry Ongoing
621.	Peter Kimori Thuku CAJ/M.EDU/013/2639/24-MD	Male	Ministry of Education	No	Delay	The Complainant alleged that he worked as a cook in Moi Girls School Nairobi for 23 years before his retirement in June 2019. The school committed to pay him Kshs. 386,698.00 on account of retirement benefits. They paid Kshs. 100,000.00 only and failed to pay the outstanding balance.	Inquiry Ongoing
622.	Nashon Odhiambo Okumu CAJ/HUD/KWL/M.ED/013/7/2024	Male	Ministry of Education	No	Delay	A complaint by an employee of the Board of Management of St Lukes Secondary School. However, he is yet to receive his salary from January 2023 to August 2023 amounting to Kshs 79,250/= despite numerous follow-ups with the school administration and the Sub-County Director for Education.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
623.	George Mugendi Mwaniki EDU/EMBU/M.EDU/013/250/24-FN	Male	Ministry of Education	No	Administrative Injustice	The complainant alleged that he had been working at St Francis Kanja Primary School from February 2018 until January 2024, when he was unprocedurally dismissed from work.	Inquiry Ongoing
624.	Everline Mwanzi Onsongo CAJ/KSM/M.EDU/013/424/24-AO	Female	Ministry of Education	No	Manifest Injustice	A complaint against the Principal Gitwebe Mixed Secondary School on allegation of entering into a contract with the Complainant for wiring and electrical services at the School wherein she issued a quotation of Kshs. 202,261 which the school failed and or neglected to clear.	Inquiry Ongoing
625.	Aggrey Okutu Nambute CAJ/KSM/M.LAB/017/71/24-AO	Male	Ministry of Education	No	Unresponsive Official Conduct	Complainant alleged that his services were terminated from the St. Clare Special School and following a conciliation meeting, the School committed to pay Kshs. 83,303. However, they have failed to honor the agreement.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
626.	1643. Mwashigadi Anthony Mwakio 1644. CAJ/MSA/M.EDU/013/1 69/2024	Male	Ministry of Education	No	Unlawful Official Conduct	The complainant alleged that he was a watchman at Kidaya Sagaigu Primary School who was employed in November 2022 and paid a monthly salary of 7000 shillings. However, he had not been paid since June 2023.	Inquiry Ongoing
MINISTRY OF LABOUR AND SOCIAL PROTECTION							
627.	Mohamed Ndiritu HUD/NYER/M.LAB/017/1 05/24-KC	Male	Ministry of Labour and Social Protection	No	Delay	The Complainant alleged delay at the Children office in Mweiga, Nyeri County to address a SGBV matter involving his daughter that was reported in 2020 and also, reported at Endarasha police station. He claimed that there had been no assistance at the Children office leading to the collapse of the police case. Complainant advised to avail sufficient particulars to inform action.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
628.	James Nyayiemi CAJ/M.LAB/017/903/24-EMN	Male	Ministry of Labour and Social Protection	No	Inaction	The Complainant alleged that he was an employee of the Manhan Road Construction Limited and that he had a labour dispute with his employer which he had filed with the respondent but that the respondent had failed to address. He was requested to supply clearer details on his complaint.	Inquiry Ongoing
629.	Nancy Awino Orwenjo CAJ/M.LAB/017/899/24-WK	Female	Ministry of Labour and Social Protection	No	Unfair Treatment	The complainant alleged delay in re-designation from the grade of a graduate teacher II to the grade of Children's officer 1, CSG 10. This was because the revised scheme of service did not provide career progression for graduate teachers which had caused stagnation for her.	Inquiry Ongoing
630.	Lydia Waithera CAJ/M.LAB/017/907/24JMM	Female	Ministry of Labour and Social Protection	No	Unfair Treatment	The complainant alleged that she was a beneficiary under the Inua Jamii Cash Transfer Programme in Kariobangi South. Her benefits suddenly stopped and she had not been receiving benefits from the said programme since 2018.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
631.	Flora Chelsea CAJ/KSM/M.LAB/017/168/24-AO	Female	Ministry of Labour and Social Protection	No	Unresponsive Official Conduct	Complainant alleged failure on the part of the Kakamega County Labor officer to act in a case of nonpayment of dues against her former employer.	Inquiry Ongoing
632.	Beatrice Micere Njeru HUD/EMBU/M.LAB/017/104/24-MD	Female	Ministry of Labour and Social Protection	No	Manifest Injustice	The Complainant alleged that lodged a complaint at the labor office in Embu and the officers have refused to attend to her matter. She contends that the labor officer colluded with her employer to deny her justice. The complainant requested to supply additional documents.	Inquiry Ongoing
633.	Susan Wanja Wachira CAJ/M.LAB/017/905/24-MD	Female	Ministry of Labour and Social Protection	No	Delay	The Complainant alleged that she was involved in an accident in the course of duty and sustained injuries which warranted admission to the Hospital and subsequent operation. She had not been paid at the time of complaining. The Complainant was requested to provide supporting documents.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
DEPARTMENT OF SOCIAL SERVICES							
634.	Eunice Wamugo CAJ/ISI/DSS/094/001/24 - KWK	Female	Department of Social Services	No	Unresponsive Official Conduct	The Complainant alleged that her estranged husband and father of their two children had failed to support their children despite him being a person of means. That she had reported the matter to the Children's Office in Embu but the officer in-charge refused to take action on the matter. That there was conflict of interest between the officer in-charge and her estranged husband because the latter campaigned for the officer when she vied for the Women Representative seat in the year 2017 and lost. That the officer was deliberately refusing to serve her.	Inquiry Ongoing
635.	Kojwang United Development CBO CAJ/KSM/CG/051/141/ 24-AO	Group/Organization	Department of Social Services	No	Unresponsive Official Conduct	Complainant alleged unresponsiveness from the District Social Development Officer following audit, Monitoring & Evaluation of the group to implement the recommendations and publicize the outcome of the audit.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
DEPARTMENT OF IMMIGRATION							
636.	Bernard Kipng'eno Cheruiyot CAJ/IMM/003/436/24-KC	Male	Department of Immigration	No	Delay	The complainant alleged delay at Immigration department to process his application vide Ref; No. 1910085192 for renewal since June 2023. Despite inquiries and follow up, the application had not been concluded.	Inquiry Ongoing
637.	Abshiro Mohamed Hassan CAJ/IMM/003/445/2024-KC	Male	Department of Immigration	No	Delay	The complainant alleged delay at the Immigration department, Nyayo House to process and issue a passport he applied for in July 2018 and made the necessary payments. He further stated that despite going through the interview and presenting all original documents the passport had not been processed to date necessitating him to seek the Commission's intervention.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
638.	Benson Njoroge CAJ/ELD/M.IMM/003/28 /24-EK	Male	Department of Immigration	No	Administrative Injustice	A complaint on allegations that the Department of Immigration has failed to address his complaint on dissatisfaction with their decision declining to issue him with a new generation passport which he applied for on 26/6/2019 on grounds that he is not a Kenyan Citizen despite furnishing them with documents supporting his Kenyan citizenship.	Inquiry Ongoing
639.	Mary Ndungu CAJ/ELD/M.IMM/003/29 /24-FL	Female	Department of Immigration	No	Delay	A complaint on allegations that the State Department of Immigration and Citizen Services has delayed to issue her with a passport which she applied in November 2023.	Inquiry Ongoing
640.	George Kurura Ondieki CAJ/IMM/003/454/21	Male	Department of Immigration	No	Delay	The Complainant alleged that he is a Kenyan Citizen and holder of National Identity Card number 25249165 and that he, together with his wife Winnie Nyamisa Mairura and son Mark Ondieki applied for their passports in August, 2023. He said that he has been following up on the passports but that the same have not been printed and issued.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
641.	Adhiambo Okun CAJ/IMM/003/448/24-FN	Female	Department of Immigration	No	Delay	A complaint alleging that the respondent has failed to issue the complainant with a passport despite making an application and full payment for the same in November 2023.	Inquiry Ongoing
642.	Abdimajid Abdi Dubow CAJ/IMM/003/442/24-SCK	Male	Department of Immigration	No	Delay	The complainant alleged that he applied for a passport in May 2023, and that since then, he had not received the passport.	Inquiry Ongoing
643.	Raga Abdirizack Adan CAJ/IMM/003/440/24-SCK	Male	Department of Immigration	No	Delay	The complainant alleged that he applied for a passport on 15th July 2023 and submitted biometrics on 7th August 2023, but since then he had not received any feedback. That the system showed that the process was still loading.	Inquiry Ongoing
644.	Abdilatif Ahmed Ali CAJ/IMM/003/441/24-SCK	Male	Department of Immigration	No	Delay	The complainant alleged that he made an application for a passport on 30th May 2023 under registration number EPP1-AKT7YJ90. Since making payment of the requisite fee, he had not been invited for biometrics submission.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
645.	Balkheisa Ibrahim Omar CAJ/M.IGC/062/1518/2 4-WK	Female	Department of Immigration	No	Delay	The complainant alleged delay in renewal of her passport.	Inquiry Ongoing
646.	Christine Mbae CAJ/IMM/003/453/24- WK	Female	Department of Immigration	No	Delay	The complainant alleged delay in the processing of her passport application.	Inquiry Ongoing
647.	George Mutiga Barnaba CAJ/MIGC/062/1524/24 -WK	Male	Department of Immigration	No	Delay	The complainant alleged delay in the processing of his passport application.	Inquiry Ongoing
648.	Stephanie Mutuli CAJ/M.IGC/062/1519/2 4-WK	Female	Department of Immigration	No	Delay	The complainant alleged delay in the processing of her passport application.	Inquiry Ongoing
649.	Miriam Nasimiyu Simiyu CAJ/D.IMM/062/1527/2 4-WK	Female	Department of Immigration	No	Delay	The complainant alleged delay in the processing of her passport application.	Inquiry Ongoing
650.	Sammy Kangiri CAJ/IMM/003/452/24- WK	Male	Department of Immigration	No	Delay	The complainant alleged delay in the processing of his passport application.	Inquiry Ongoing
651.	Mahad Abdirahman Abduba CAJ/ISI/M.IM/003/003/2 4 - KWK	Male	Department of Immigration	No	Manifest Injustice	The Complainant alleged that he applied for a passport tracking number R2269119-193 in September, 2017, but he was yet to receive it more than 5 years later.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
652.	Makau Edwin CAJ/M.IGC/062/1515/24-FN	Male	Department of Immigration	No	Delay	The complainant alleged that the respondent failed/neglected to issue him with a passport, since he made an application for it on 11th July 2023	Inquiry Ongoing
653.	Leonida Were CAJ/IMM/003/449/24-FN	Female	Department of Immigration	No	Unfair Treatment	The complainant alleged that she was issued with a 32 page passport, but had applied and paid for a 50 page passport	Inquiry Ongoing
654.	James Maina Mumbi CAJ/IMM/003/450/2024-FN	Male	Department of Immigration	No	Delay	The complainant alleged that the respondent had failed to issue him with a passport despite making an application and full payment for the same in May 2023	Inquiry Ongoing
655.	ABDIRASHID ADEN HUSSEIN CAJ/GSA/IMM/003/04/23-AH	Male	Department of Immigration	No	Delay	The complainant alleged that he had applied for a passport on the 7th April 2021 and was yet to be issued with the same.	Inquiry Ongoing
656.	FATUMA ADEN DIGALE CAJ/GSA/IMM/003/06/24-AH	Female	Department of Immigration	No	Delay	The complainant alleged that she had applied for a passport on the 17th of May 2023 and was issued with a tracking number, but had not been issued with the same.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
657.	MARYAN SISAI JAMAL CAJ/GSA/IMM/003/25/ 24-AH	Female	Department of Immigration	No	Delay	The complainant alleged that she got a scholarship to study abroad and applied for a passport on the 7th December 2023 but her passport was not processed.	Inquiry Ongoing
658.	SHAMSUDIN ABDULLAHI CAJ/GSA/IMM/003/07/ 23-AH	Male	Department of Immigration	No	Delay	The complainant alleged that he had applied for a passport on the 31st of January 2022 and that there had been inordinate delay in the issuance of the same.	Inquiry Ongoing
659.	MARWA BUNDID AFFEY CAJ/GSA/IMM/003/17/ 24-AH	Female	Department of Immigration	No	Delay	The complainant alleged that she had applied for passport on the 10th of December 2019 and her biometrics were taken. She further alleges that there had been an inordinate delay in the processing of her passport.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
660.	Tony Odera CAJ/GOK/048/65/24- JMM	Male	Department of Immigration	No	Inaction	The complainant alleged that there were cartels within the Directorate who demanded for bribes ranging from KShs 5,000 to KShs 40,000. There was a hashtag # FreeMyPassport which had been trending on social media platforms and the Immigration Department had not responded to the concerns raised.	Inquiry Ongoing
661.	Mohamed Adan Muktar CAJ/IMM/062/1521/24- JMM	Male	Department of Immigration	No	Delay	The Complainant alleged that he applied for passport on 12th September 2023 and submitted all the required documents. The application tracking No. is 1111279584. He made several follow-ups for the passport without success.	Inquiry Ongoing
662.	Valentine Chemutai CAJ/IMM/062/1523/24- JMM	Female	Department of Immigration	No	Delay	The Complainant alleged that she applied for a passport on 2nd August 2023 and submitted all the required documents. The application tracking No. is 1910089848. She made several follow-ups for the passport without success.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
663.	James Maina Mumbi CAJ/D.IMM/003/451/24-JMM	Male	Department of Immigration	No	Delay	The complainant alleged that he applied for passport on 8th May 2023 and submitted all the required documents. The application tracking No. was 1111186538. He made several follow-ups for the passport without success.	Inquiry Ongoing
664.	Felix Ogallo Odhiambo CAJ/IMM/062/435/24-MD	Male	Department of Immigration	No	Delay	The Complainant applied for a passport and paid the requisite statutory fees on 1st September 2023. There was a delay in processing the passport and the same had not been processed 5 months later. He sought to have his passport urgently processed and delivered to him to aid in securing a job abroad.	Inquiry Ongoing
665.	Simon Ndungu CAJ/IMM/062/1509/24-MD	Male	Department of Immigration	No	Delay	The Complainant alleged that there was a delay in the processing of his passport. He sought a refund of the statutory fee applicable in default of issuance of the passport.	Inquiry Ongoing
666.	Abigael Wambui Njeri CAJ/IMM/003/437/24-MD	Female	Department of Immigration	No	Delay	The Complainant alleged that there was a delay in processing her passport. She made an application on 31st August 2023 and never received her passport.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
667.	Catherine Nyambura CAJ/M.IGC/062/1516/2 4-MD	Female	Department of Immigration	No	Delay	The Claimant applied for a passport on 29th January 2023 and had not received the same on 7th March 2023. She sought to have the passport processed without undue delay.	Inquiry Ongoing
668.	Hussein Mwatela Nyamawi CAJ/HUD/KWA/IMM/00 3/10/2024	Male	Department of Immigration	No	Delay	The complainant alleged that he applied for his passport on 9th February 2022 under application number PP1-5OTRYVJP, but to date he hadnot received the same.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA BUREAU OF STANDARDS							
669.	Abkadir Ibrahim Abdow CAJ/KEBS/074/29/24-KC	Male	Kenya Bureau of Standards (KEBS)	No	Administrative Injustice	The complainant stated that he is an employee of KEBS having been employed in July 2016 as the Chief Manager, Human Resource. He stated that in 2023 he was arbitrarily transferred to Garissa as the Regional Manager, North Eastern, a position he claimed did not align with his qualifications as he is a HR Practitioner. Efforts to seek audience with the Board were curtailed by the MD, KEBS who subsequently issued him with a Notice to show Cause why disciplinary action should not be instituted for being absent from work yet he claimed to have applied for annual leave while waiting for the Board's intervention.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
670.	Sammy Wachira Mwai CAJ/KEBS/073/21/24-FN	Male	Kenya Bureau of Standards (KEBS)	No	Delay	The complainant alleged that the respondent had delayed in the issuance of a company's KEBS Smart Number. The application was made in January 2024 and despite several follow-ups and visits to their offices seeking for assistance, no response was received or resolution of the complaint	Inquiry Ongoing
INSURANCE REGULATORY AUTHORITY							
671.	Cyrus Muriithi CAJ/IRA/000/1587/24-KC	Male	Insurance Regulatory Authority (IRA)	No	Delay	The complainant alleged delay at IRA to conclusively address his complaint against Monarch Insurance Company for non-payment of compensation on policy number NYR/0700/004545/2020 following a road traffic accident in 2021. He stated that two years had lapsed since he signed a motor discharge voucher that was yet to be settled despite having sought the regulator's intervention.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
672.	Hellen James Kaleche CAJ/MSA/IRA/000/140/ 2024-SAK	Female	Insurance Regulatory Authority (IRA)	No	Unresponsive Official Conduct	The Complainant alleged that on 7th December 2015 along Makupa High Way towards Changamwe, she was involved in an accident while travelling in a Matatu. Consequently, she filed suit against the owner of the said Matatu and the same was determined in her favour on 17th June 2021. However, she was not compensated as the insurer was not cooperating. In this regard, she lodged a complaint with the Authority but there was no response.	Inquiry Ongoing
673.	Pauline Albinah Echesa CAJ/IRA/000/589/24- SCK	Female	Insurance Regulatory Authority (IRA)	No	Unresponsive Official Conduct	The complainant alleged that she was involved in a road accident on 19th September 2002 near the All Saints Cathedral in Nairobi and she sued the Kenya Bus Services whereby she was awarded Kshs. 776,000 as compensation in the year 2009. That the APA Insurance Company failed to pay her the decretal sum and that she sought assistance from the Insurance Regulatory Authority without success.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
MINISTRY OF LANDS, PUBLIC WORKS, HOUSING AND URBAN DEVELOPMENT							
674.	Shem Obaga Maburuk CAJ/M.HOU/028/72/2024-KC	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Delay	The complainant alleged delay at the State Department for Housing and Urban Development to process and effect a refund of overpaid rent of Kshs. 2940 since September 2023. He claimed that his effort to follow up had been in vain necessitating him to seek the Commission's intervention.	Inquiry Ongoing
675.	Beatrice Ruguru Mutwiri CAJ/M.LAN/022/2477/24-KC	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Delay	The Complainant alleged delay by the Sub County Land Adjudication & Settlement Officer (SCLASO), Imenti South to effect and/or implement the decision rendered by the CS Lands in Land Appeal Case no. 624 of 2022 wherein the CS directed that the land parcel No. 430- Mweru III Adjudication Section be subdivided equally amongst the family members.	Inquiry Ongoing
676.	Simon Wafula CAJ/ELD/M.LAN/022/114/24-	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	A complaint on allegations of failure by the Bungoma County Lands Office to furnish him with the search for parcel No. Nina Kandui/1238 after paying and filling the requisite form.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
677.	Sammy Kosgei CAJ/ELD/M.LAN/022/14 4/24-FL	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Delay	A complaint on allegations of delay by the Uasin Gishu County Lands Office to register a lease for land parcel number Eldoret Municipality Block 10/23.	Inquiry Ongoing
678.	Kiptoo Chumba CAJ/ELD/M.LAN/022/11 5/24-MM	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Administrative Injustice	A complaint on allegations of dissatisfaction with the decision of the Kapsabet Lands Office, Nandi County declining to issue him with a replacement of title deed for his land Parcel No. Nandi/Ndonyongaria/151 which he lost and applied for on grounds that he had not furnished sufficient documents to support the application.	Inquiry Ongoing
679.	Reuben Wasike CAJ/ELD/M.LAN/022/10 9/24-FL	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Delay	A complaint on allegations that the Kakamega Lands Office has failed to ascertain the true ownership of land parcel Number Kakamega/Chekalini/303 that he believes belongs to him after carrying out a search.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
680.	John Kingori Mukiri HUD/NYE/M.LAN/022/284/24-EMN	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unfair Treatment	The complainant alleged that the Land Registrar Nyeri unfairly ordered his family to bring down structures on their land. There has been an ongoing dispute between Mahiga/Ugachiku/6.58 and Mahiga/Ugachiku 206 and Mahiga/Ugachiku 509 No. 206 is the complainants land which he alleges doesn't directly affect No 6.58's land. He was advised to supply his claim supporting documents.	Inquiry Ongoing
681.	Daniel Wachira CAJ/M.LAN/022/2465/24- EMN	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Delay	The complainant alleged that applied for a search certificate in respect of land LR 16110/1, but the officers involved have failed to issue the same. He said that he applied via Receipt no/ invoice no QZVDGMTJQB dated 12th February, manual receipt (MR)6362676 dated 16 February and stamped counter no 131 dated 19th February. He was advised to supply his claim supporting documents	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
682.	Zafar Ahmed CAJ/MSA/M.LAN/022/346/24-SAK	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	The Complainant alleged that in 2023, through his advocates, he requested the lands office to provide him with certified copies of green cards for MSA/BLOCK/XXX/12, MSA/BLOCK/XIX/193 and MSA/BLOCK/XXXIII/14. The results for one of the properties was returned, however, the results for MSA/BLOCK/XIX/193 and MSA/BLOCK/XXXIII/14 were not released.	Inquiry Ongoing
683.	Franklin Mwirigi Kiragu & Bonface Dzuya Katana CAJ/MSA/M.LAN/022/347/2024-SAK	Group/Organization	Ministry of Lands, Public Works, Housing and Urban Development	No	Unfair Treatment	A complaint against the Ministry of Lands - Land Adjudication & Settlement Officer in Kilifi County. The Complainants alleged that they were issued with Letters of Offer on 7th September 2009 by the then District Land Adjudication Officer in Kilifi over their respective parcels of land in Matandale Settlement Scheme. The Complainants further alleged that they paid for their respective plots as required in their letters of offer. That they were not shown their plots and with time their plot sizes were reduced from the initial allocation.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
684.	Ndiritu Maingi David CAJ/NHRR/M.LAN/022/42/24 – MK	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	Complainant alleged that the Land Registrar- Laikipia had refused to register a caution on his deceased father's parcel of land.	Inquiry Ongoing
685.	Rajim Bakari CAJ/M.LAN/022/2455/24-SCK	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unlawful Official Conduct	The complainant alleged that the Naivasha land Registrar, Eburu location area Chief and a businessman had conspired to commit forgery and defraud them of their land property PLOT NUMBER 187 ,BLOCK 4E.	Inquiry Ongoing
686.	Daniel M. Waiganjo CAJ/PO/047/707/24 - SCK	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unlawful Official Conduct	The complainant alleged that the green cards for parcels 23898 and 23897 were missing at the land Registry, thus he could not get search results or proceed with impending land transactions. He alleged fraud because the initial title - 2463 had been fraudulently transferred upon his father's death and was reverted after he lodged a complaint.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
687.	David Ogutu Onyango CAJ/M.LAN/022/2462/24-SK	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Inefficiency	Complainant alleged failure by the Department of Land Adjudication and Settlement in Magunga Suba South Sub-County to furnish him with a judgement following hearing and conclusion of his land appeal case <i>Ministerial Appeal case files No.12/1983/653 and 362/2004/667.</i>	Inquiry Ongoing
688.	Kenfrey Kaburu HUD/GPO/M.LAN/022/279/24-SK	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unlawful Official Conduct	A complaint alleging misconduct by the Land Registrar in Chuka Land Registry for illegally sub-dividing the complainant's land without his consent.	Inquiry Ongoing
689.	Mohamed Abdi Ali Yare CAJ/M.LAN/022/2566/24-WK	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	The complainant alleged that while working for the Ministry of Lands and physical planning he was deployed to work as a driver in the reaffirmation of the international boundary between Kenya and Tanzania exercise for 107 days but was only paid for 24 days despite several follow-ups.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
690.	New Milimani Sacoo for Janet Kavosa CAJ/M.LAN/022/2475/24-WK	Group/Organization	Ministry of Lands, Public Works, Housing and Urban Development	No	Manifest Injustice	The complainant (a registered cooperative society) alleged that in September 2014 they received a title deed registered in the name of Janet Kavosa who was one of their members and charged it in favor of the SACCO. However, when the title deed was taken to Kiambu Lands Registry it was misplaced, and efforts to have them avail the title deed had borne no fruits.	Inquiry Ongoing
691.	Aileen Kinya CAJ/ISI/M.LAN/022/104/24 - KWK	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Unlawful Official Conduct	The Complainant alleged that she was the administrator of her husband's parcel of land registered as Intima/Igoki/5542 located at Makutano, Meru county. The land was registered under the name of Paul Muriuki whom she bought the property from in 1996. That she was embroiled in a protracted land dispute with the said Mr. Muriuki who had consistently refused to transfer the property to her name despite numerous court orders. That the Meru land Registrar was served with the orders but willfully neglected to enforce, the latest being dated 10th January, 2024	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						ordering the registrar to directly transfer the land to her.	
692.	Derek Mwobobia ISL/HUD/M.LAN/022/013 /24 - MBA	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	The Complainant alleged that he wanted to subdivide his land known as Kiirua/Kiirua/Nkando/1626 into plots measuring 50 by 100 feet and title deeds issued to that effect. The Land Registrar, one Mr. Elias asked him to pay Kshs. 30,000 to enable him process his application. He further paid Kshs. 4,800 to a private land surveyor who was introduced to him by the said registrar. That since August 2023 he had not received the title deeds and his efforts to follow up on the matter bore no fruits.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
693.	Dakhi Bidu Kura CAJ/ISI/MIN.LAN/022/10 9/2024 - KWK	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Inefficiency	The complainant alleged that the respondent erroneously issued a title deed to her brother-in-law one Mr. Denge Kura with respect to a parcel of land known as Marsabit/Sagante/1463 located at Qargash sub-location Sagante location within Marsabit location.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
694.	Ntarangwi Settlement Scheme SelfHelp Group CAJ/ISI/CG/ISI/M.LAN/022/110/24-KWK	Group/Organization	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	The Complainant alleges they were allocated 42,000 acres of land vide Gazette Notice No. 1245 of 1972. The Group alleges that since then, different persons have occupied the land thus dispossessing The Complainants from enjoying their rights. The Group claims to have gone to court vide ELC Case No.141 of 1992 wherein the Court declared it had no jurisdiction over the matter as the land in question was under adjudication. The Complainant alleges that despite following up with various officers within the Lands office, there has been no assistance offered.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
695.	Fatuma Said Hassan CAJ/ISI/M.LAN/022/111/ 24-KWK	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Manifest Injustice	The Complainant alleged that her late husband was displaced by the expansion of the Isiolo Airstrip and on 1st March 2005 he was notified by the Isiolo County Council that the Council would forward his name to the Commissioner of Lands for issuance of an Allotment Letter for a different parcel of land for resettlement. That he met the payment requirements for the aforementioned process of resettlement to the Checheles area, but the allocated plot was occupied by someone else who had already built a house there. That she reported the matter to the Ministry and sought resolution but no action was taken to address the matter.	Inquiry Ongoing
696.	Martin Mwenda ISI/HUD/M.LAN/022/016/ 24-FM	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Manifest Injustice	The Complainant alleged that his grandmother's land parcel was transferred to another person without her consent, and that efforts to seek resolution by the Lands Registry were futile.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
697.	Alice Kagwiria Mugambi ISI/ATI/M.LAN/022/004/24	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Inaction	The Complainant alleged that in December 2023 she wrote to the Land Adjudication and Settlement Officer Buuri and Imenti Sub-Counties seeking information regarding former and current ownership of her father's estate over which she was appointed the legal administrator. There was no response.	Inquiry Ongoing
698.	HMK & Co. Advocates CAJ/MLAN/022/2461/24-FN	Group/Organization	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	The complainant alleged that the respondent had failed to process a transfer of land (L.R No. 5118/105-Nanyuki)that was lodged on 25th February 2021 by the complaint on behalf of their client.	Inquiry Ongoing
699.	Philip Michoki Mocheche HUD/GPO/M.LAN/022/282/24 -FN	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Administrative Injustice	The complainant alleged that the Kajjado lands registrar and surveyor had refused to comply with a court order which was given regarding title deeds numbers: 2839, 2640, 2681, 2682 and 2643.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
700.	Jacob Masila Tito -FN CAJ/M.LAN/022/2488/2 4-FN	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unlawful Official Conduct	The complainant alleged that the Land Surveyor Kibwezi Sub-County had failed to implement an order to confirm land boundaries as awarded by the court in Civil Case No. L.147 of 1974 regarding parcel No. 2003-KISINGO ADJUDICATION SECTION.	Inquiry Ongoing
701.	David Sila Nzioki HUD/GPO/M/LAN/022/2 75/24-JMM	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	The Complainant alleged that he had been making a follow-up with the Ministry of Lands for the issuance of his title deed at Machakos Lands registry without success.	Inquiry Ongoing
702.	Agripina Msengeti CAJ/M.LAN/022/2470/2 4-JMM	Female	Ministry of Lands, Public Works, Housing and Urban Development	No	Ineptitude	The Complainant alleged that on 23rd October 2023, she lodged the registration of a lease for the property known as Mavoko Municipality Block 11/180 which was part of subdivision under property known as LR No. 7340/30 with the Land Administration Department. She made several attempts concerning the said registration without any success.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
703.	Isaac Kyalo Kitivi HUD/MAKUENI/022/284/ 24-JMM	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unfair Treatment	The complainant alleged that he has been making a follow up for processing of his title deed in Makueni Lands office where the Land Registrar demanded a bribe to process the same.	Inquiry Ongoing
704.	George Oluoch CAJ/KSM/MLAN/022/46 9/24-AO	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	A complaint against John Otieno Aboka a Surveyor at Siaya County Department of Survey on allegations of failure to conclude survey work, provide certificate of search, mutation and process issuance of new title deeds to four parcels. South Gem/Kanyadet/245 and South Gem /Kanyadet 211 despite payment of the sum agreed on as between parties.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
705.	Gideon Magak Mwangi CAJ/KSM/M.LAN/022/47 0/24-AO	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Abuse of Power	Complainant alleged that following succession of land parcel Kabondo/Kakangutu East /331 they engaged the Rachuonyo sub County Surveyor to survey and process the requisite documentation wherein they paid an un receipted fee of Kshs. 44,490 only for the surveyor to create a variance on paper against the actual ground boundary.	Inquiry Ongoing
706.	Jerry Ochieng Mboya CAJ/KSM/M.LAN/022/47 4/24-WT	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Unresponsive Official Conduct	Complaint alleging failure by Kisumu Lands Office to issue title deed in regard to land parcel number Kisumu/Lolwe 71&72. Complainant was requested to provide further particulars of the complaint.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
707.	Hussein Kalifa Jama CAJ/MSA/M.LAN/022/3 43/2024	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Administrative Injustice	The Complainant alleged that he was allocated land at Vipingoni Witu Settlement Scheme and he paid all the requisite fees. However, upon issuance of the title deed, he noticed that his land, being plot number 227 Lamu was also allocated to someone else named Ngatu N and the said person was also issued with a title deed bearing a similar number. That he followed up the matter and he was told that the anomaly would be rectified, which never happened ten years on.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
708.	Kombo Maryaka CAJ/MSA/M.LAN/022/347/2024	Male	Ministry of Lands, Public Works, Housing and Urban Development	No	Abuse of Power	The Complainant alleged that he sought the services of the Kwale County surveyor to help him survey his parcel to facilitate the issuance of a Title Deed. The officer unreasonably refused to survey the parcel. The Complainant later on noticed that the Land surveyor had changed the particulars of the plot to his name. He indicated that there had never been a transfer as the land belonged to him and his family. Efforts to follow up on the matter had been fruitless.	Inquiry Ongoing
SOCIAL HEALTH INSURANCE FUND (SHIF) (FORMERLY NHIF)							
709.	Grace Muthoni Ndwiga CAJ/NHIF/012/676/2024-KC	Female	Social Health Insurance Fund	No	Delay	The complainant alleged delay in the processing of the payment of the last expense and life insurance claims for Mr. Moses Muturi Ndwiga (deceased) of P/No. 200900918. the complainant stated that despite inquiries and follow up at NHIF Head office, the matter remained outstanding since 2021.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
710.	Jackson Muendo Kingori HUD/GPO/NHIF/012/65/2024-KC	Male	Social Health Insurance Fund	No	Delay	The complainant alleged delay at NHIF to process compensation due to him following a work-related injury incident he was involved while working at the Office of the President in 2020. He stated that his employer processed the claim and forwarded the claim to NHIF for necessary action but it remained outstanding to date.	Inquiry Ongoing
711.	Alice Odhiambo Odero CAJ/NPS/015/4395/24-SK	Female	Social Health Insurance Fund	No	Delay	A complaint alleging delay by the National Health Insurance Fund in processing the complainant's claim for compensation following a work injury claim, where the Director of Safety and Health Services had assessed the extent of personal injuries sustained and recommended compensation.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
712.	Paul Mutegi Berece ISI/HUD/M.MED/012/02/ 24-KWK	Male	Social Health Insurance Fund	No	Delay	The Complainant is a retired Police Constable who was involved in a road accident on 29th Oct 2021 while on duty and sustained serious injury. He alleges to have been assessed by the Directorate of Occupational Safety & Health Services wherein he was awarded 15% permanent incapacity. He further claims that despite applying to The Respondent for compensation, he is yet to receive payment for his claim.	Inquiry Ongoing
713.	Paul Ondiek Otieno CAJ/KSM/NHIF/017/170/ 24-LM	Male	Social Health Insurance Fund	No	Delay	Complaint on allegation of delay by the National Health Insurance Fund to activate his NHIF membership status after his membership was deactivated following an error by Siaya County hospital who erroneously discharged him as dead after he was admitted at the facility on 18/12/2023.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
714.	Edwin Mwanjala Mwangazi CAJ/NHIF/012/668/24-MD	Male	Social Health Insurance Fund	No	Unfair Treatment	The Complainant alleged that he was admitted at Mbagathi County Hospital and as a member of NHIF, he applied for payment of his medical bill of Kshs. 62,500.00 which was declined because he did not notify NHIF of his admission within 24 hours. He claimed that he was unconscious for days and therefore unable to meet the deadline. He paid the bill out of his pocket. He sought a refund of the medical bill amount.	Inquiry Ongoing
715.	Lydia Wawira Ngari CAJ/NHIF/012/668/24-EMN	Female	Social Health Insurance Fund	No	Delay	The complainant alleged that she is a civil Servant who got injured in line of duty. She has been following up on her WIBA compensation in vain.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
716.	Mary Wangui Wathigo CAJ/NHIF/017/891/24-FN	Female	Social Health Insurance Fund	No	Delay	A complaint alleging that NHIF have inordinately delayed in paying the complainant the last expense claim on behalf of her husband who passed on in October 2020. ID No. 10846272	Inquiry Ongoing
717.	Nicholas Njeru Njue CAJ/NHIF/012/668/24-FN	Male	Social Health Insurance Fund	No	Unfair Treatment	A complaint alleging that the respondent has failed/neglected to pay the complainant the last expense claim for his daughter Sharon Nyawira who passed away while a student at Kabare Girls High School on 22nd March 2023	Inquiry Ongoing
718.	Eveline Mwanzi Onsongo CAJ/KSM/NHIF/017/164/24-WT	Female	Social Health Insurance Fund	No	Delay	Complainant alleged that the National Hospital Insurance Fund had failed to pay Group Life Accident claim for the late Enock Agai Kopyo who died on 28th April 2019 while on duty. The deceased worked for the County Government of Homabay, P/No. 19400047. She had submitted the claim in 2020, but the same had not been paid.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
719.	Andrew Ileri Njiru HUD/EMBU/NHIF/012/64 /24-MD	Male	Social Health Insurance Fund	No	Inefficiency	The Complainant alleged that he had been paying NHIF monthly remittance and discovered that the government had been paying the monthly remittance for him. He claimed a refund of the monthly payments and NHIF informed him that they do not do refunds. The Complainant requested to supply additional documents.	Inquiry Ongoing

COUNTY GOVERNMENT OF KIRINYAGA

720.	Hezekiel Nyagah Mbare HUD/EMBU/CG/KIRI/096 /4/24-KC	Male	County Government of Kirinyaga	No	Unfair Treatment	The complainant alleged that he owned Plot No. 1 situated at Kutus opposite Kutus Market. The complainant indicated that the County Government had halted and/or prevented him from developing the plot despite the fact that it was allocated to him in August 2000 by the (then) Kerugoya/Kutus Municipal Council and that he had duly paid rates to the County.	Inquiry Ongoing
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No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
CENTRAL BANK OF KENYA							
721.	John Muasya Kithae CAJ/CBK/000/1595/24-KC	Male	Central Bank of Kenya	No	Delay	The complainant alleged underpayment of interest on treasury bonds (Ref: CDS 107337-004) held at the Central Bank of Kenya. He claimed that a total of Kshs. 1,000,000.000 had not reflected in the list of bonds he held at CBK and despite follow up severally since 2023, CBK had not harmonised its records monthly.	Inquiry Ongoing
LAIKIPIA UNIVERSITY							
722.	Ben Maisiba Nyangwara CAJ/LU/013/2706/24-KC	Male	Laikipia University	No	Delay	The complainant alleged non-payment of Kshs. 664,555/= being dues for services rendered as a part-time lecturer at the University since 2018 to date. The complainant submitted that despite inquires and follow up, the Institution had not honoured its obligations to date.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
723.	Peter Kinyanjui CAJ/NHRR/M.EDU/13/21/24-MK	Male	Laikipia University	No	Manifest Injustice	The complainant alleged that he was a part time lecturer at the Laikipia University and was not paid his salary and other benefits from 2019 to 2024. He also alleged that his pay had been unilaterally reduced without any explanation or justification.	Inquiry Ongoing
724.	Peter Kinyanjui CAJ/UNI.LAK/013/2712/24 -FN	Male	Laikipia University	No	Delay	The complainant alleged that the respondent had failed to pay his dues amounting to ksh. 1,500,000 having worked as a part time lecturer.	Inquiry Ongoing
THE NATIONAL TREASURY AND ECONOMIC PLANNING							
725.	Jane Muthoni N'gan'ga CAJ/ELD/UFAA/000/57/24-EK	Female	The National Treasury and Economic Planning	No	Unresponsive Official Conduct	A complaint on allegations of failure by the unclaimed financial Assets Authority (UFAA) to settle benefits dues owed to the Estate of John Nganga Wachira which she initiated in March 2023.	Inquiry Ongoing
726.	Margaret Mokeira Mutura CAJ/TRE/000/1600/24-WK	Female	The National Treasury and Economic Planning	No	Unresponsive Official Conduct	The complainant wrote an appeal letter to the Principal Secretary, National Treasury and copied the Commission regarding a decision made by the National Treasury not to pay her benefits under the Group Personal Accident which she was entitled to.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
727.	Angelo Mururu Muratha CAJ/ISI/FIN/000/033/24-KWK	Male	The National Treasury and Economic Planning	No	Delay	The Complainant alleged that he was a retired employee of the Ministry of Education, and that was involved in an accident while at work in the year 2012. That the Directorate of Occupational Health and Safety Services assessed him and awarded him Kshs. 429,724.80 as compensation for the injury and a 30% assessment as having suffered a permanent disability. He had not been paid.	Inquiry Ongoing
PENSIONS DEPARTMENT							
728.	Francis Ruwa for Sidi Alex Kaka CAJ/MSA/PEN/000/137/2024-SAK	Male	Pensions Department	No	Unresponsive Official Conduct	The Complainant alleged that the Pensions Department was yet to process and pay the dependant's pension owing to the family of the late Alex Kaka Mwarabu (PC 37687), even after his wife, Sidi Alex Kaka, submitted the requisite documents in October 2022.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
729.	Francis M Munene HUD/GPO/TRE/000/118/ 2024-KC	Male	Pensions Department	No	Delay	The complainant alleged delay in processing pension benefits upon retiring from teaching service effective August 2022 while serving at Kagio Primary school in Kirinyaga County. The complainant indicated that he duly cleared with the Teachers Service Commission (TSC) and subsequently, the file was forwarded to the National Treasury- Pensions department for further action.	Inquiry Ongoing
730.	Lorika Godfrey CAJ/ELD/PEN/000/62/2 4-EK	Male	Pensions Department	No	Delay	A complaint on allegations of delay by the pensions department to settle dues owed to the Estate of John Lorika Longoli who prior to his demise in November, 2013 was an employee of the National Police Service.	Inquiry Ongoing
731.	Albert Loyelei on behalf of Apeon Lapa Loporwa CAJ/ELD/PEN/000/61/2 4-FL	Female	Pensions Department	No	Administrative Injustice	A complaint on allegations of dissatisfaction with the decision of the Pensions Department declining to pay dependent pension to the estate of Loyele Ile Naton on grounds that the deceased was receiving monthly allowance prior to his demise on 5/2/2021 which is not transferrable to his estate.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
732.	Monica Nyambura Ambrose CAJ/MSA/PEN/000/141/2024-SAK	Female	Pensions Department	No	Delay	A complaint regarding dependents pension. The complainant's husband was a retired civil servant who died on 9th June 2020. The Complainant alleged that she filed all documents regarding the dependents' pension in July 2022. However, she was yet to receive the dependents' pension.	Inquiry Ongoing
733.	Lilian Wasai Madoka CAJ/MSA/PEN/000/138/2024-SAK	Female	Pensions Department	No	Delay	The Complainant alleged that despite confirmation that her retirement benefits file had been forwarded to Pension Department by the Teachers Service Commission, she was yet to receive her pension file number and an update on the status of the matter. That she had visited the Pensions Desk at Huduma Centre Mombasa on various occasions, but she was informed to wait for official communication from the head office.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
734.	<p>Silas Mwambegu Kenga for Mary Kashuti Kenga</p> <p>CAJ/MSA/PEN/000/139/ 2024-SAK</p>	Male	Pensions Department	No	Delay	<p>A complaint about delay to process and pay dependents pension to Mary Kashutu Kenga, the widow of the late Ismael Kenga Kanina, a former Chief of Baricho Location who died on 20th December 2014. The Complainant allege that all requisite documents were availed to the Pensions Department in 2015 but the widow only received one monthly payment in December 2023. Efforts to follow up on further payments were futile. Pension file number APN/PC 0000021000.</p>	Inquiry Ongoing
735.	<p>Susan J Tanui CAJ/PEN/000/1583/24- SCK</p>	Female	Pensions Department	No	Delay	<p>The complainant alleged that she retired from the Teachers Service Commission on 30th December 1998 after 33 years of service under TSC number 24409 and file number 115549. That she had not received her revised pension dues since the pension amount was revised.</p>	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
736.	Dorothy Ileri HUD/EMBU/PEN/000/120/24-SCK	Female	Pensions Department	No	Ineptitude	The complainant alleged that she retired in the year 2022 after serving as a teacher under TSC No. 233565. That she had not received her pension benefits because her pension file number 396686 was stuck at the voucher approval stage.	Inquiry Ongoing
737.	Mustapha Osundwa CAJ/PEN/000/1953/24-SK	Male	Pensions Department	No	Delay	A complaint alleging delay by the Pensions Department in processing pension dues owed to the complainant's deceased father.	Inquiry Ongoing
738.	Adow Adow Buul CAJ/PEN/000/1606/24-SK	Male	Pensions Department	No	Delay	A complaint alleging delay by the National Health Insurance Fund and the National Treasury in paying compensation for the complainant's brother who was killed by Al-shabaab in December 2020. He was a Chief at the time of demise	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
739.	Mark Mugiira Muguna ISI/HUD/FIN/000/014/24 - KWK	Male	Pensions Department	No	Inefficiency	The Complainant alleged that the family of the late M'muguna M'chabaru APN/PC 000020484 filed pension claims on 2nd June 2021 at the Pension Department, Huduma desk, Meru. The beneficiaries, Monicah Karuri M'Muguna and Joyce K. M'Muguna, duly filled the forms and attached all required supporting documents. That on 30th June 2024, he personally made follow up on the application by visiting the Pension Department in Nairobi, where he was informed that the department had received the claims and all the supporting documents but that the file could not be traced.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
740.	Jeniffer Mukongari ISL/HUD/FIN/000/013/24 - KWK	Female	Pensions Department	No	Unresponsive Official Conduct	The Complainant alleged that she was the widow of the late Zaverio Nguru whose pension number was APN/PC 44440. That the deceased had two wives, and the other wife applied for payment of pension benefits without involving her. She lodged a complaint with pensions department and the benefits were stopped. She provided all the requisite documents to the Pensions Department to enable them process the benefits to her as the rightful beneficiary, but since she made the application in 2016 she had not received payment.	Inquiry Ongoing
741.	Mugambi Ngeera ISL/HUD/FIN/000/015/24 - KWK	Male	Pensions Department	No	Unresponsive Official Conduct	The Complainant alleged that his late wife was a P1 teacher and she died in 2002 while worked at Kinjo Primary School. He applied for payment of gratuity under reference 49773 in the same year but it was not paid.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
742.	Francis Mutwiri P. Mutunga ISI/HUD/FIN/000/016/2024 - KWK	Male	Pensions Department	No	Manifest Injustice	The Complainant alleged that he retired sometimes in September 2002. That following the 1997 teachers strike, the Government agreed to increase the retirement package for teachers working from June 1998 to July 2003. His pension gratuity of Kshs 265,060 and monthly pension payment of Kshs 3,315 were adjusted and he was entitled to be paid Kshs 531,425 as pension gratuity and Kshs 6,643 as monthly pension payment with effect from 1st September 2002. On 25th September 2020 a cheque of Kshs 975,6501 with respect to his gratuity/pension arrears was sent to Postbank branch in Meru. But he was not satisfied with the monthly pension payment of Kshs.9,643 because as a result of the adjustment he was entitled to be paid Kshs16,286 monthly.	Inquiry Ongoing
743.	Frankline Makokha CAJ/PO/047/661/23-JMM	Male	Pensions Department	No	Unfair Treatment	The Complainant alleged that he instituted a Complaint against Mr. Muhando of Pensions Department vide a letter dated 14th December 2023 but to date, there was no response.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
744.	Isaac Kathio CAJ/PEN/000/1573/23- JMM	Male	Pensions Department	No	Delay	The Complainant alleged that he was the husband of the late Harriet Nkirote Timothy who was a retired teacher TSC No. 349371 and a pensioner, pension No. 3911961. He had been making several follow-ups with the Pensions Department for the release of the Pension without any success.	Inquiry Ongoing
745.	Benard Mutua CAJ/PEN/000/1603/24- JMM	Male	Pensions Department	No	Delay	The Complainants alleged that they were the beneficiaries of the estate of the late Mutua Kimatu. They had been making a follow up for payment of the pensions without success.	Inquiry Ongoing
746.	Agnes Florence Atieno Kirowo CAJ/KSM/PEN/000/132/ 24-AO	Female	Pensions Department	No	Delay	Complainant alleged delay on the part of Pensions department to reinstate her pension, APN/PC284403 following cessation on grounds of use of a joint account. That despite rectification of the issue and furnishing Pensions with change of pay point, no action has been taken.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
747.	Benedeta Achieng Imbaya CAJ/KSM/PEN/000/135/ 24-AO	Female	Pensions Department	No	Delay	Complainant APN/PC 402200 alleged delay on the part of Pensions to process and pay her pension dues following forwarding of the file by TSC.	Inquiry Ongoing
748.	Hamisi Hussein Anyoso CAJ/KSM/PEN/000/133/ 24-WT	Male	Pensions Department	No	Delay	Complaint alleging delay by the Pensions Department to process and pay his pension benefits, APN 400038, TSC NO. 276740. He retired from the service of the Teachers Service Commission in October 2022, filled all the required documentation and the TSC forwarded his file to the Pensions Department, but the same was yet to be paid.	Inquiry Ongoing
749.	Hannah A. Wakisha for Relton Chinia Mwanyia HUD/WND/PEN/000/56/ 24	Female	Pensions Department	No	Delay	The complainant was the wife of Mr. Relton Chinia Mwanyia who is deceased. She alleged that they had received the lumpsum pensions gratuity payments but since 2010 they had not received monthly pensions payment.	Inquiry Ongoing
750.	Nashon Malariba Mzee CAJ/HUD/WND/000/55/ 3034	Male	Pensions Department	No	Unresponsive Official Conduct	The complainant alleged that he worked for the ministry of health for 30 years and to date, he had not received any of his Pension dues.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
751.	Rukia Juma Ndago HUD/KWA/PEN/000/7/2 024	Female	Pensions Department	No	Delay	The Complainant alleged that she followed up on her husband's death gratuity since 2022 to no avail.	Inquiry Ongoing
SACCO SOCIETIES REGULATORY AUTHORITY							
752.	Lincoln Sammy Njue CAJ/SASRA/025/198/24- KC	Male	Sacco Societies Regulatory Authority (SASRA)	No	Delay	The complainant alleged delay at SASRA to conclusively address his complaint against Waumini Sacco concerning unpaid dividends upon withdrawing from the Sacco. He stated that the Sacco only processed his shares but withheld Kshs. 5 000 worth of shares as share capital on account that it was not withdrawable but rather, earn dividends annually. This had not been the case necessitating him to seek the Regulator's intervention but not assisted accordingly.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
753.	Raymond Maina Mugure CAJ/IRA/000/1594/24-JMM	Male	Sacco Societies Regulatory Authority (SASRA)	No	Inaction	The Complainant alleged that his mother, Margret Mugure Maina, was a teacher, TSC No. 314717 and died on 19th June 2022. The late Margret Mugure Maina was a member of Mwalimu SACCO Membership No. 34503. The Complainant followed up payment of his mother's dues without success. He lodged a complaint with SACCO Societies Regulatory Authority (SASRA) concerning the same but SASRA had not taken any action on the same.	Inquiry Ongoing
754.	Anthony Mwai CAJ/SASRA/025/197/24-MD	Male	Sacco Societies Regulatory Authority (SASRA)	No	Unresponsive Official Conduct	The Complainant alleged that he complained against DIMKES SACCO concerning a loan dispute four years back and requested SASRA's intervention in resolving the complaint. SASRA failed to respond. He sought the Commission's intervention for implementing corrective measures against the SACCO.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA REVENUE AUTHORITY							
755.	Mary Kahonzi Mtengo CAJ/KRA/000/1597/24-KC	Female	Kenya Revenue Authority	No	Delay	The complainant stated that she is a PWD registered under no NCPWD/P/112923 and a teacher by profession vide TSC No. 318230. She alleged delay at KRA to process tax refund on account of being a Person with Disability (PWD) since 2015.	Inquiry Ongoing
756.	Winfed Omondi CAJ/KRA/000/1581/24-EMN	Male	Kenya Revenue Authority	No	Delay	The complainant alleged that she has been applying for her tax refund for the years 2014,20146 and 20149 amounting to Kshs 62,574 but that the Respondent has delayed to process and pay the same.	Inquiry Ongoing
757.	Patricia Wangui Macharia CAJ/KRA/000/1580/24-EMN	Female	Kenya Revenue Authority	No	Delay	The complainant alleged that she has been following up on her tax refund from the Respondent in vain	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
758.	Monica Kanari for Occasions and days CAJ/KRA/000/1612/24-FN	Female	Kenya Revenue Authority	No	Unfair Treatment	A complaint alleging that the respondent has unfairly placed a tax burden on the complainant without any justification. As a result, the Complainant is unable to obtain a tax clearance certificate. She has been following up on the matter without success	Inquiry Ongoing
759.	Catherine Magana CAJ/KRA/000/1590/24-FN	Female	Kenya Revenue Authority	No	Unresponsive Official Conduct	A complaint alleging that the respondent has failed to correct data pertaining to the complainant since 2019 and as a result she has not been issued with a tax compliance certificate	Inquiry Ongoing
760.	Ndiritu Gitonga Samuel CAJ/NHRR/FIN/000/5/24 – MK	Male	Kenya Revenue Authority	No	Delay	Complainant alleged that the Kenya Revenue Authority (KRA) exempted him from paying income tax for the period between 1 st March 2021 to 28 February 2026. He averred that his employer, the County Government of Nyandarua deducted and remitted pay as you earn tax to KRA for the period between March 2021 to August 2021, despite the exemption. He claimed a refund from KRA but it had not been paid.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
761.	Ruth Hadae Jilo CAJ/MSA/KPA/000/136/ 2024 Female	Female	Kenya Revenue Authority	No	Oppressive Official Conduct	The complainant alleged that her husband, Joseph Uleo Jilo was a former employee of KRA Staff No. 7650 until his demise in 2023. That she followed up on his benefits with KRA including Pension and Group Life in line with the nominees and both GPA and Pensions were duly paid. However, the Personal Accident cover, KRA insisted that she should get letters of administration despite the fact her husband had also listed the nominees to be paid.	Inquiry Ongoing
MINISTRY OF ROADS AND TRANSPORT							
762.	Tobias Lule CAJ/M.TRA.036/32/2024 -KC	Male	Ministry of Roads and Transport	No	Unresponsive Official Conduct	The complainant alleged that he had written to the Ministry of Trade and Investment (MITI) seeking waiver of accrued custom duty following the delay shipment and arrival of one-unit Scania Truck (Chassis no. YS2R6X20005433480) belonging to his client- Last Minute Investments Ltd. He had submitted the letter in February 2024 but had received no response.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
763.	Joshua Edwine Imbadu CAJ/M.ROA/006/253/24-SK	Male	Ministry of Roads and Transport	No	Oppressive Official Conduct	Complainant alleged that he was unfairly dismissed from employment with the Ministry and was never paid his terminal benefits. He sought to enforce the PSC Circular PSC/ADM/13/ (28) dated 21ST October 2022 requiring payment of terminal dues to public officers exiting service regardless of the modality of exit.	Inquiry Ongoing
764.	Institute of Engineers CAJ/M.TRA/004/576/24-EMN	Group/Organization	Ministry of Roads and Transport	No	Unfair Treatment	The Complaint is addressed to the Cabinet Secretary in the Ministry Of Transport And Infrastructure and copied to this Commission amongst other entities. The complainant was challenging the Respondent's act of Limiting Tender number KURA/DEV/HQ/326/2023 to Chinese citizens. The complainant was advised to follow up with the Cabinet Secretary and update the Commission.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL TRANSPORT AND SAFETY AUTHORITY							
765.	Micah Karonei Cheruiyot CAJ/ELD/NTSA/004/20/24-EK	Female	National Transport and Safety Authority(NTSA)	No	Delay	A complaint on allegations of delay by the National Transport and safety Authority (NTSA) to issue logbook for motor vehicle registration No. KCJ 041Z	Inquiry Ongoing
766.	Gerivia Advocates CAJ/NTSA/006/249/24-EMN	Group/Organization	National Transport and Safety Authority(NTSA)	No	Inefficiency	This complaint is addressed to the Director General, NTSA and copied to this commission the complainant alleged that the Respondent has failed to address a number of issues including provision of retroreflective material on heavy/commercial vehicles among other issues. He was advised to follow up with the respondent and update the commission.	Inquiry Ongoing
767.	Rose Karimi CAJ/NTSA/004/570/24-SK	Female	National Transport and Safety Authority(NTSA)	No	Delay	A complaint alleging that the Authority had delayed in issuing number plates upon registration of motor vehicle registration number KCF 728L.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
768.	Peter Ipapo CAJ/NTSA/004/583/24 – FN	Male	National Transport and Safety Authority(NTSA)	No	Inefficiency	The complainant alleged that NTSA had failed to issue him with reflective number plates since he applied on the 27th of February 2024.	Inquiry Ongoing
769.	BISHAR KHALIF ABDI CAJ/GSA/NTSA/004/04/24-AH	Male	National Transport and Safety Authority(NTSA)	No	Delay	The complainant alleged that he applied for a license renewal in January 2024 and went to the regional office in Garissa where he was told the system was slow and advised to go to Huduma Centre. The system indicated that it was ready for collection but the license was not there.	Inquiry Ongoing
770.	Mark Njure Kagiri CAJ/NTSA/004/581/24-JMM	Male	National Transport and Safety Authority(NTSA)	No	Delay	The complainant alleged that on 12th December 2023, he applied for the new generation No. plate for his vehicle, KCS 879U and paid the requisite fees. When he started making follow ups, he was directed to make a new payment without a refund of the initial amount paid. NTSA declined to re-issue the No. Plate and his several follow-ups did not yield any positive outcome.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
771.	Mwangi Githae CAJ/NTSA/004/586/24-MD	Male	National Transport and Safety Authority (NTSA)	No	Inefficiency	The Complainant alleged that he applied processing of a logbook on 13th April 2023 and did not receive the same a year later.	Inquiry Ongoing
UNIVERSITY OF NAIROBI							
772.	Vincent Bogita Machuma HUD/GPO/UON/013/256/2024-KC	Male	University of Nairobi	No	Administrative Injustice	The complainant indicated that he was a student at the University of Nairobi vide Reg No. E37/31320/2014 and was due to graduate in 2023. However, one week to the graduation, he got notification on the student portal that he had outstanding fee balance of Kshs. 44,000. He stated that he raised the issue with the Accounts office at the University but there was not assistance and eventually his name was omitted from the graduation list. University but there was not assistance and eventually his name was omitted from the graduation list.	Inquiry Ongoing
773.	Sylvia Shallyne Obunji CAJ/PO/047/715/24-JMM	Female	University of Nairobi	No	Unfair Treatment	The Complainant alleged that the Deputy Human Resource, University of Nairobi was mistreating members of staff through irregular transfers and verbal insults.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYATTA UNIVERSITY							
774.	Patrick Kaberia CAJ/KU/013/2717/24-KC	Male	Kenyatta University	No	Administrative Injustice	The complainant alleged unprocedural cancellation of the YALI/KU Transformation Funds Grant 2023 cycle by the University's leadership. He stated that he had participated in a Grant Fund Competition organized by Young African Leadership Initiative (YALI) in collaboration with Kenyatta University (KU) and won the grant of \$30,000 for his project named Top Choice. That YALI and KU undertook site visits, risk assessments and concluded budget negotiations in April 2023. That subsequently, he submitted his bank details to YALI for disbursement of funds but before this was done, he received information that the VC had cancelled the engagement.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY							
775.	Julius Munene Magana ISI/HUD/MER/M.EDU/013 /20/24-KWK	Male	Jomo Kenyatta University of Agriculture and Technology (JKUAT)	No	Oppressive Official Conduct	The Complainant alleged that he had been appointed by the Respondent as a part-time Lecturer between the year 2015 and 2019, but claimed that the University failed to pay him Kshs. 269,000 for the services rendered.	Inquiry Ongoing
ADVOCATES COMPLAINTS COMMISSION							
776.	George Onyango Owino CAJ/ACC/001/2692/202 4-KC	Male	Advocates Complaints Commission	No	Delay	The Complainant alleged delay at the Advocates Complaints Commission to address a complaint against his advocate for unprofessional conduct lodged vide case no CC/PE/OCT/23/88(8001). He claimed that no further action had been taken since November 2023 despite submitting the required supporting documents.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
777.	Japheth Kipkoech Bii HUD/GPO/JUD/001/217 /24-SCK	Male	Advocates Complaints Commission	No	Delay	The complainant alleged that he was involved in an accident along Kericho-Kisumu highway on 25th July 2013 and was to be compensated by Park International Ltd & Kimutai Langat. That the case was handled by Sila Munyao and Company Advocates, and no payment was made. That he had lodged a complaint with the Advocates Complaints Commission and the matter was unresolved.	Inquiry Ongoing
KENYA POWER AND LIGHTING COMPANY							
778.	Ednah Precious Maina CAJ/KPLC/021/706/202 4-KC	Female	Kenya Power and Lighting Company	No	Inefficiency	The Complainant alleged delay and/or inaction by Kenya Power to address a complaint on frequent power outages at Kinoo area, Kikuyu Constituency in Kiambu County.	Inquiry Ongoing
779.	Mathew Cheruiyot Kirui CAJ/ELD/KPLC/021/30/ 24-EK	Male	Kenya Power and Lighting Company	No	Unresponsive Official Conduct	A complaint on allegations of failure by Kenya Power and Company (KPLC) to update him on the outcome of his appeal against termination of his services since December 2020.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
780.	Odhiambo Edwyin CAJ/PKLC/021/672/23-EMN	Male	Kenya Power and Lighting Company	No	Inefficiency	The complainant alleged that he is the beneficial owner of Meter Number 23123920 and that he was served with a bill of Kshs. 1296 in November, 2023. He paid the same and was served with a further bill of Kshs. 1054 on 5th December, 2023.	Inquiry Ongoing
781.	Michael Mwero Ruwa CAJ/MSA/KPLC/021/95/2024-SAK	Male	Kenya Power and Lighting Company	No	Manifest Injustice	A complaint against Kenya Power and Lighting Company who allegedly installed an electrical wire/cable passing over the Complainant's roof to his neighbour's house. Due to heavy rains in Mombasa, the Complainant wanted to fix his roof but was unable to do so because of the power cable. Further, the complainant alleged that the power cable hanged loosely, touching his roof, and posed a hazard. Despite following up with the Company on various occasions, no action had been taken to remedy the situation.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
782.	Solomon Chacha CAJ/KPLC/021/700/24-SK	Male	Kenya Power and Lighting Company	No	Inefficiency	A complaint alleging power shortage in Gituya area in Kandara Murang'a County since December 2023. They raised the complaint with Kenya Power Office at Kenol but nothing has been done to address the situation.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
783.	Adan Guyo Huka ISL/M.ENE/KPLC/021/01 3/24-KWK	Male	Kenya Power and Lighting Company	No	Oppressive Official Conduct	The Complainant alleged that sometime in 2021 while working in Nyeri, he received news that officials from the Kenya Power had gained access into his property in Kambi Odha Location in Isiolo County and without his knowledge and consent proceeded to erect electricity poles and power lines over the property. That the poles and lines erected over his property were wrongfully set up to serve the neighboring properties at the expense of his safety and wellbeing. That due to the location of the lines, it was difficult for him to develop his property. Further, that the dangling lines above his house have caused fear for his family's safety and his complaint to the Kenya Power Isiolo Regional Office were not addressed. That instead the officers demanded Kshs. 75,000 to facilitate the removal and relocation of the lines.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
784.	Patrick Kubai CAJ/KPLC/021/704/24-FN	Male	Kenya Power and Lighting Company	No	Unfair Treatment	The complainant alleged that the KPLC-Maua office had frustrated him, and had not resolved his electricity issue, despite several follow-ups	Inquiry Ongoing
785.	CAJ vs. Kenya Power and Lighting Company. CAJ/OM/7/236/2024-IK	Group/Organization	Kenya Power and Lighting Company	No	Inefficiency	The complainants alleged disruption of electricity supply in parts of Huruma estate due to malfunctioning transformer.	Inquiry Ongoing
786.	Mercy Kisanya CAJ/KPC/021/678/23-JMM	Female	Kenya Power and Lighting Company	No	Inaction	The Complainant alleged that he was a resident of Naivas-Ruaraka, Mathare area near Apostolic Evangelical Christian Church, Nairobi. That the said residents had been without power since September, 2023.	Inquiry Ongoing
787.	Helen Mwai CAJ/KPC/021/685/24-JMM	Female	Kenya Power and Lighting Company	No	Injustice	The complainant alleged that sometimes in 2000s, Kenya Power installed a 3-phase power from a pole outside her gate without her consent. She brought the issue up with Kenya Power in May 2022 who admitted that indeed there was no wayleave signed by her. She has persistently requested rerouting of the same without success.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
788.	Sammy Sambu CAJ/KPC/021/679/23- JMM	Male	Kenya Power and Lighting Company	No	Injustice	The complainant alleged that he was a resident of Nandi Hills, Savani Road and that they had poor and unreliable power supply. He had raised the issue with Kenya Power under references Ref:104637, 10470014 and EPRA Ref: 43921232 without success.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
789.	Mungai Kalande Advocates CAJ/KPC/021/683/23-JMM	Group/Organization	Kenya Power and Lighting Company	No	Inaction	<p>The complainant alleged that he was a resident of Kiserian Oletepes Picnic site (Gazelle Road). In 2019, he applied for electricity connection through Rongai Office and was given a quotation of KShs 258,000, reference No. E2152019090021. In February 2020, he requested for a review of the quote and he was given a further quote of Kshs 801,753 Reference No. E215202012007. He further made a follow up with Kitengela office and he was given a further quote of KShs 1,003,954 and was given a new reference E21572023070036.</p> <p>KPLC had been connecting new Customers around his area of residence yet he was always being tossed around</p>	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
790.	Oluoch Omondi CAJ/KPC/021/684/23- JMM	Male	Kenya Power and Lighting Company	No	Inaction	<p>The complainant alleged that he was a resident of Kiserian Oletapes Picnic site (Gazelle Road). In 2019, he applied for electricity connection through Rongai Office and was given a quotation of KShs 258,000, reference No. E2152019090021. In February 2020, he requested for a review of the quote and he was given a further quote of Kshs 801,753 Reference No. E215202012007. He further made a follow up with Kitengela office and he was given a further quote of KShs 1,003,954 and was given a new reference E21572023070036. KPLC had been connecting new Customers around his area of residence yet he was always being tossed around</p>	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
791.	Daniel Mwenda CAJ/KPC/021/686/24- JMM	Male	Kenya Power and Lighting Company	No	Inaction	The Complainant alleged that he lodged a Complaint vide a letter dated 28th December 2023 alleging power line crossing over his parcel of land. The power line, connected from transformer reference No. PATS36/2022 G.115379100 was erected without his consent, posed grave danger to his homestead where he resides.	Inquiry Ongoing
792.	Mary W Njenga CAJ/KPC/021/696/24- JMM	Female	Kenya Power and Lighting Company	No	Unfair Treatment	The Complainant alleged that he made a follow up for a refund of 51.40 units from her old meter No. 54160145949 without success.	Inquiry Ongoing
793.	Peterson Mwangi Maina CAJ/KPC/021/709/24- JMM	Male	Kenya Power and Lighting Company	No	Unfair Treatment	The Complainant alleged that Kenya Power had been serving him with outrageous electricity bills, an issue that he brought to their attention without success.	Inquiry Ongoing
794.	Syokimau Residents Association CAJ/KPLC/021/692/24- MD	Group/Organization	Kenya Power and Lighting Company	No	Unresponsive Official Conduct	The Complainant alleged that they reported the construction of a school under a Kenya Power Wayleave on Land Reference 12715/3669 in Syokimau, Machakos county to a Wayleaves officer on 11th September 2023. The Wayleaves officer did not respond.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
795.	George Somo Aseko CAJ/KPLC/021/695/24-MD	Male	Kenya Power and Lighting Company	No	Inefficiency	The Complainant alleged to have been a customer of the KPLC Nyeri branch from 2018 and 2023 and held account number 108096916. He paid the outstanding bill and made an application to close the account. The application was approved and a deposit refund of Kshs. 2,502.00 remains outstanding. He sought the Commission's intervention for the refund to be effected.	Inquiry Ongoing
796.	Kituo Cha Sheria for Boniface Mutuku and Two Others CAJ/MSA/KPLC/021/102/2024	Group/Organization	Kenya Power and Lighting Company	No	Unresponsive Official Conduct	know the status of the intended development. Further, they forwarded a reminder on 9th November 2023 and a subsequent one on 4th December 2023. To date there has been no response	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NGOs COORDINATION BOARD							
797.	Brenda Adwenyanya Majuma o/b Kraid Advocates CAJ/NGO.BOARD/076/27/2024-KC	Group/Organization	NGOs Coordination Board	No	Unresponsive Official Conduct	The complainant alleged lack of feedback and action by the NGOs Coordination Board to address the complaint lodged against the CEO of "Legal Aid" International NGO operating in Kenya as "Justice Defenders" concerning a court case where the NGO official in a media interview misrepresented and misled the public claiming that it was the NGO that filed and pursued an appeal in murder case and led to the sentence being reduced from a death sentence to 20 years jail term. The complainant claimed that it was the law firm that pursued the matter and hence, sought action to be taken against NGO.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF TANA RIVER							
798.	Joseph Maina Kamuli CAJ/CG/TANARIVER /059/18/2024-KC	Male	County Government of Tana River	No	Manifest Injustice	The complainant stated that he is employed as a Driver at the County Government of Tana River, stationed at Bura Sub-County. He alleged that he had not received salary and allowances since May 2023 despite going to work daily as a result of discrepancy in age on his pay slip. Notably, he is due for retirement in 2025 but the pay slip indicated that he had already attained the retirement age.	Inquiry Ongoing
799.	ABDIKADIR HUSSEIN KONE CAJ/GSA/C.G.T/059/01 /23-AH	Male	County Government of Tana River	No	Unfair Treatment	The complainant alleged that his service of employment was transferred from the County Government of Garissa to the County Government of Tana River, but his terms of service were revised and he was demoted.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA ELECTRICITY TRANSMISSION COMPANY LIMITED (KETRACO)							
800.	Wallace Wa Ng'ang'a Kimani CAJ/KETRACO/021/708/2024-KC	Male	Kenya Electricity Transmission Company Ltd. (KETRACO)	No	Delay	The complainant alleged delay and/or refusal by KETRACO to surrender his original title deed of land parcel LR. No. Nachu/Mikuyuni/85 in Kikuyu Constituency, Kiambu County which he had submitted to the company in 2016 for purposes of registration of an easement and compensation since a powerline had traversed his land. Despite follow up directly and through his advocate, the complainant alleged that the company had refused to return his title for no apparent reason necessitating him to seek the Commission's intervention.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA MEDICAL LABORATORY TECHNICIANS AND TECHNOLOGISTS BOARD							
801.	UON Graduates- Bachelor of Medical Laboratory Science & Technology (Class of 2023) CAJ/KMLTTB/012/681/24-KC	Group/Organization	Kenya Medical Laboratory Technicians and Technologists Board	No	Delay	The complainants alleged inordinate delay by the Kenya Medical Laboratory Technicians & Technologists Board (KMLTTB) in granting them index numbers to enable them pursue licensing as qualified laboratory technicians. They claimed that they had made several inquiries and follow up at the Board and the University of Nairobi but the matter remained unresolved since 2023.	Inquiry Ongoing
MINISTRY OF INTERIOR AND NATIONAL ADMINISTRATION							
802.	Agnes Nduku Mutiso HUD/MAK/M.IGC/062/313/24-KC	Female	Ministry of Interior and National Administration	No	Delay	The complainant alleged delay at the Directorate of Criminal Investigations (DCI) to process and issue a certificate of good conduct she applied for in July 2023.	Inquiry Ongoing
803.	Nkobon IDP Camp HUD/NKR/M.IG.C/062/31/24- MM	Group/Organization	Ministry of Interior and National Administration	No	Delay	A complaint on allegations of delay by the Ministry of Interior to address their complaint on inefficiencies in the payment of Phase one compensation to the Narok South IDPs who were evicted from the Mau Forest.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
804.	Repha Mkolwe CAJ/ELD/M.IGC/065/65 /24-MM	Male	Ministry of Interior and National Administration	No	Abuse of Power	A complaint on allegations that Mr. Edwin Nashilove- Chief, Mwamba Location, Kakamega County unlawfully used his power to authorize the destruction of trees and fence in her land parcel for the creation of an easement without adhering to the law.	Inquiry Ongoing
805.	Benson Njoroge CAJ/ELD/M.IMM/003/28 /24-EK	Male	Ministry of Interior and National Administration	No	Administrative Injustice	A complaint on allegations that the Department of Immigration has failed to address his complaint on dissatisfaction with their decision declining to issue him with a new generation passport which he applied for on 26/6/2019 on grounds that he is not a Kenyan Citizen despite furnishing them with documents supporting his Kenyan citizenship.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
806.	Shadrack Tarno CAJ/ELD/M.IG.C/062/15 8/24-MM	Male	Ministry of Interior and National Administration	No	Abuse of Power	A complaint on allegations that the Deputy County Commissioner Molo Sub County, Nakuru County unlawfully used his power in addressing a land boundary dispute for land parcels number Nakuru/Ngongonger/1680 versus Nakuru/Ngongonger/755	Inquiry Ongoing
807.	Mary Chepkorir CAJ/ELD/M.IGC/062/16 2/24-EK	Female	Ministry of Interior and National Administration	No	Abuse of Power	A complaint on allegations that the Chief and Assistant Chief Simat Location, Uasin Gishu County unlawfully used their power in determining a complaint on breach of contract for the purchase of land and denied her ownership to the land parcel in addition to issuing an eviction order.	Inquiry Ongoing
808.	Stephen Kimenjo CAJ/ELD/M.IGC/062/16 3/24-MM	Male	Ministry of Interior and National Administration	No	Abuse of Power	A complaint on allegations that the Assistant County Commissioner Turbo Division has unlawfully used his power in addressing an agreement dispute for purchase of motor cycle registration number KMFC 901T DVS HLX model	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
809.	Wanjiku Joseph Nganga CAJ/M.IGC/062/1522/24-SCK	Female	Ministry of Interior and National Administration	No	Abuse of Power	The complainant alleged that the Senior Chief Githirioni Location was interfering with the succession of their late father's property by including an unknown person as an interested party in the list of dependants addressed to the Limuru Law Courts.	Inquiry Ongoing
810.	Margaret Njoki HUD/NYERI/M.INT/062/310/24-SCK	Female	Ministry of Interior and National Administration	No	Unresponsive Official Conduct	The complainant alleged that the Chief of Kamakwa location Nyeri had neglected to mediate a dispute between her and her neighbors who had allegedly trespassed and destroyed her property and crops. That she started complaining to the Chief in the year 2022 and no action had been taken to address the matter.	Inquiry Ongoing
811.	Johnson Mware Muchiri HUD/NYERI/062/256/24-SK	Male	Ministry of Interior and National Administration	No	Abuse of Power	A complaint alleging abuse of power by the Assistant Sub-County Commissioner for South B Ward for continued interference with the complainant's business wherein the Officer used a proxy to collect rent from the complainant's three commercial rooms at Kabebera Village.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
812.	James Orwochi Ontori CAJ/PO/047/712/24-SK	Male	Ministry of Interior and National Administration	No	Abuse of Power	A complaint alleging abuse of power by the Assistant Sub-County Commissioner for South B Ward for continued interference with the complainant's business wherein the Officer used a proxy to collect rent from the complainant's three commercial rooms at Kabebera Village.	Inquiry Ongoing
813.	Mary Muthoni Njenga CAJ/M.ING/062/1508/24-WK	Female	Ministry of Interior and National Administration	No	Unresponsive Official Conduct	The complainant alleged that the chief was unwilling to prepare a letter listing beneficiaries of an estate for her to initiate succession proceedings in court.	Inquiry Ongoing
814.	Grace Wairimu Gichuhi HUD/NYERI/M.IGC/062/311/2024-WK	Female	Ministry of Interior and National Administration	No	Delay	The complainant alleged that the Assistant Chief Mugunda Nairutia was interfering with her family affairs. That she specifically collected her late husband's death certificate and had refused to surrender it.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
815.	Dennis Mutuma CAJ/ISI/M.IGC/062/074/24	Male	Ministry of Interior and National Administration	No	Manifest Injustice	The Complainant alleged that he applied severally on behalf of his grandparents: Geoffrey Kaburu and Janet Kajuju who were 90 years and 70 years old respectively, to be registered for the Old Persons Cash Transfer Program, but the Chief was constantly and irregularly rejecting their application.	Inquiry Ongoing
816.	Issak Mohamed Galgalo CAJ/ISI/M.IGC/062/070/24 - KWK	Male	Ministry of Interior and National Administration	No	Unfair Treatment	The Complainant alleged that he was born and bred in Hellu Manyatta location where there was a village committee formed to handle residents' socio-economic issues including collaborating with the authorities involved in social welfare programs. The senior chief Hellu location repeatedly blocked him from participating in committee meetings on the allegation that he was a foreigner, which had cost him opportunities to benefit from social welfare programs at the village level.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
817.	Habiba Alio CAJ/ISI/M.rdev/033/001/24 - KWK	Female	Ministry of Interior and National Administration	No	Injustice	The Complainant alleged that she was a resident of Moyale and beneficiary of the Hunger Safety Net Programme run by the National Drought Management Authority for the last five years. She alleged that two years had passed without receiving the said cash through his equity Bank account no.1020161895298. That she had tried to follow up the matter with the Authority in Moyale but no action was taken to reinstate the payments. Further, that the Authority issued a list of beneficiaries under the programme, but her name was missing and no explanation was given.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
818.	Faith Kananu ISI/HUD/M.IGC/062/015/ 24 -KWK	Female	Ministry of Interior and National Administration	No	Abuse of Power	The Complainant alleged that the Assistant Chief Kibuuline Sub-location conspired with Mr. Solomon Muthuri to have her arrested in the night of 5th February 2024. She spent two days in police custody without being availed in Court. On 7th February 2024, she was released after the said Chief together with Mr. Muthuri coerced her into signing a letter (thumb imprint) purporting to sell her land to the said Mr. Solomon Muthuri. That this happened notwithstanding the fact that her land was the subject matter of a Court Case. She was even harassed by Police Officers over this matter and the issue was pending before the Independent Policing Oversight Authority (IPOA).	Inquiry Ongoing

819.	Samuel Bundi CAJ/ISL/M.IGC/062/078 /24 - KWK	Male	Ministry of Interior and National Administration	No	Unlawful Official Conduct	The Complainant alleged that he operated a licensed bar at Katheri Market, and since he started the business he remitted Kshs 200 to the area chief weekly. The said chief started demanding for Kshs 500 weekly instead of the initially agreed Kshs. 200. On 16th February 2024, without justification, the chief together with other 2 men broke into his bar and confiscated some boxes containing alcohol which were for sale and he was then arrested. While at the police station, the Officer commanding station called officers from the Kenya Bureau of Standards and the Kenya Revenue Authority to the station who confirmed that the confiscated goods were genuine and that he was tax compliant. He was subsequently released on cash bail of Kshs. 10,000. Due to the said unlawful arrest, goods worth Kshs 250,000 were stolen from his bar which was left unattended.	Inquiry Ongoing
820.	ASHA OMAR RIDADO CAJ/GSA/062/03/24-AH	Female	Ministry of Interior and National Administration	No	Delay	The complainant alleges that she applied for the elderly support fund but the area chief omitted her name from the list.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
821.	Amos Ochieng Onyango CAJ/KSM/MOICNG/062/196/24-AO	Male	Ministry of Interior and National Administration	No	Unresponsive Official Conduct	A complaint on alleged failure on the part of the Assistant Chief Kadero Sub-Location, Chief North Central Seme Location, and the Assistant County Commissioner Seme Sub-county to provide minutes for meetings convened to determine land dispute over KISUMU/KADERO/1598 measuring approximately 3.2 Ha	Inquiry Ongoing
822.	Benjamin Karisa Mudzomba CAJ/MSA/IGC/062/363/2024	Male	Ministry of Interior and National Administration	No	Administrative Injustice	A complaint that in 2020, the former chief of Witu location in Lamu county wrote a defamatory letter against him when he was serving as a village elder in his sub location after he assisted a local to recover his parcel of land that was taken away by the said chief. He wrote to the Chief's office and even to the DCC requesting that the letter be expunged but in vain. The letter allegedly accused him of creating conflict among residents, holding illegal meetings and selling land illegally.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
823.	Salome Kavulani Imbadi CAJ/KSM/MOICNG/062 /197/24-AO	Male	Ministry of Interior and National Administration	No	Unresponsive Official Conduct	A complaint on allegation that the Chief Chavakali Location failed to rectify the record in relation to letter of beneficiary issued in the estate of Kenneth Embadi Amugune.	Inquiry Ongoing
824.	Serfina Nyambok Radi & Others CAJ/KSM/MOICNG/062 /199/24-AO	Group/Org anization	Ministry of Interior and National Administration	No	Unlawful Official Conduct	Complainants alleged that the Chief North Central Seme Location leveraged her authority to forcefully acquire their parcels of lands, prohibited them from conducting any activities on their parcels, and unjustly evicted them from their parcels.	Inquiry Ongoing
825.	Yvonne Kere CAJ/KSM/MOICNG/062 /205/24-AO	Female	Ministry of Interior and National Administration	No	Unlawful Official Conduct	Complainant alleged abuse of power, harassment, intimidation, tribal profiling and criminal conduct by the Chief East Nyakach.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
826.	Shem Wara Okiri for Kotieno Council of Elders CAJ/KSM/MOICNG/062/204/24-AO	Group/Organization	Ministry of Interior and National Administration	No	Delay	A complaint that alleged inaction in upgrading Kotieno Sub Location in Rachuonyo Sub County to a location following resolutions of a District Development Committee meeting on 28/8/2012.	Inquiry Ongoing
827.	Transparency International Kenya CAJ/KSM/MOICNG/062/203/24-WT	Group/Organization	Ministry of Interior and National Administration	No	Abuse of Power	Complaint alleging that the Assistant County Commissioner, Nyamarambe Division in Kisii County had supervised the interference of the estate of the late Alesina Sigara Nyambwanga who passed away in 1994. That the public official during a public Baraza on 10th January 2024 advised one of the beneficiaries to sell off a portion of the deceased land without undertaking succession proceedings.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
828.	Martha Ojwang Filimon CAJ/KSM/MOICNG/062/208/24-WT	Female	Ministry of Interior and National Administration	No	Abuse of Power	Complaint alleging harassment and unfair treatment by the Chief of Got Jope Location and the Assistant Chief of Manyatta Sub-Location in Migori County since 2009. That in particular, the two officers broke into her house, took away her household property including her goats and also beat her up.	Inquiry Ongoing
829.	George Ondiek CAJ/KSM/MOICNG/062/207/24-WT	Male	Ministry of Interior and National Administration	No	Abuse of Power	Complainant alleged that the Chief of Nyaguda Location in Siaya County sent goons to attack him and his family in 2019.	Inquiry Ongoing
830.	Agnes Mogere & Dennis Ayieko CAJ/KSM/MOICNG/062/203/24-WT	Group/Organization	Ministry of Interior and National Administration	No	Abuse of Power	Complainant alleged that the Chief of Bonyagwanga Location in Kisii County interfered with the estate of a deceased person, Nyabwanga Okongo by authorizing some family members to sell his property without undertaking succession.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
831.	John Juma Migwala CAJ/M.INT/062/1512/24- MD	Male	Ministry of Interior and National Administration	No	Abuse of Power	The Complainant alleged interference of the area chief, Assistant County Commissioner, and Acting Assistant Chief of Awendo Location in a boundary dispute. He sought to have them restrained from such interference.	Inquiry Ongoing
832.	Karilus Okallo CAJ/M.IGC/062/1517/2 4-MD	Male	Ministry of Interior and National Administration	No	Unlawful Official Conduct	The Complainant alleged that Assistant Chief Embakasi East assaulted his two daughters at his office when they reported an attempted defilement case to him. He wanted disciplinary action to be taken against the Assistant Chief.	Inquiry Ongoing
833.	Lydia Penninah Muthoni CAJ/M.IGC/062/1531/2 4	Female	Ministry of Interior and National Administration	No	Delay	The Complainant contended that her late husband, David Mwai Kiragu (PN 2007065059) served as a senior chief of the Mwerua Location and was involved in a fatal accident on the night of 30th March 2019 while in the line of duty. The Ministry of Interior had failed to pay the death gratuity.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
834.	Francis Kanyamba Stephen CAJ/M.IGC/062/1534/24-MD	Male	Ministry of Interior and National Administration	No	Inaction	The Complainant alleged that his neighbor had encroached on his land. He stated that he took up the issue with NLC and that the NLC issued directions to the chief to write a letter to that effect who refused to act upon the matter.	Inquiry Ongoing
835.	Nguu Tatu Village Residents CAJ/MSA/M.IGC/062/358/2024	Group/Organization	Ministry of Interior and National Administration	No	Abuse of Power	The complainant alleged that the area chief wrongfully dismissed two village elders from their posts without any explanation. He further alleged that the Chief had failed to address insecurity at Nguu Tatu and any attempt to raise the matter was met with threats and harassment from the chief.	Inquiry Ongoing
836.	Residents of Diani Location CAJ/MSA/IGC/062/359/2024	Group/Organization	Ministry of Interior and National Administration	No	Abuse of Power	The complaint alleged that the chief denied registered groups the right to hold meetings and interfered with the adjudication of Mwakamba-Mivumoni Adjudication section by fraudulently dividing and selling land.	Inquiry Ongoing
837.	Ali Tino Samuno CAJ/MSA/M.IGC/062/361/2024	Male	Ministry of Interior and National Administration		Unresponsive Official Conduct	A complaint that his land which he occupied for 20 years had been trespassed by one Hussein Ali and when he reported the matter to the chief, no assistance was given to him	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL REGISTRATION BUREAU							
838.	Felix Kipkemei CAJ/ELD/M.IG.C/062/16 9/24-EK	Male	National Registration Bureau	No	Delay	A complaint on allegations of delay by the National Registration Bureau (NRB) to issue him with a National Identification Card which he applied for on 3/1/2024 despite his several follow ups.	Inquiry Ongoing
839.	Benard Mukenya Munina CAJ/ELD/NRB/062/170/ 24-MM	Male	National Registration Bureau	No	Delay	A complaint on allegations that the National Registration Bureau, Uasin Gishu County have delayed to issue him with an identification card following his application for replacement of his lost one in February 2024.	Inquiry Ongoing
840.	Paul Ngetich CAJ/ELD/M.IG.C/062/16 0/24- EK	Male	National Registration Bureau	No	Delay	A complaint on delay by National Registration Bureau to issue him with his son's birth certificate which he applied for on 26/2/2024.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
841.	James Kamau Kashingili CAJ/MSA/NRB/003/130/ 24-SAK	Male	National Registration Bureau	No	Delay	The Complainant alleged that the National Registration Bureau - Mombasa office was yet to issue him with a National Identity Card. The complainant who is a former street child, applied for his Identity Card in 2016 but it was not issued. The Complainant alleged that when he followed up to inquire on why it was yet to be issued, he was informed that he needed a court order to the effect that his application was sponsored by the Children's Home that sponsored his education.	Inquiry Ongoing
842.	Duncan Odhiambo and Emmy Odhiambo CAJ/MSA/IGC/062/368/ 2024-SAK	Group/Org anization	National Registration Bureau	No	Manifest Injustice	A complaint lodged on behalf of Emmy Achieng Odhiambo, alleging that she was unable to apply for an Identification card since her father, Duncan Odhiambo, lost his ID and was yet to receive a replacement since application in January 2024. That she was unable to apply using her mother's identification card since her mother's year of birth was wrongly indicated, leading to the	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						conclusion by the registrar that she was too young to be her mother.	
843.	Faith Karambu CAJ/ISI/M.IGC/062/073/ 24 - KWK	Female	National Registration Bureau	No	Delay	The Complainant alleged that there was inordinate delay in issuance of her daughter's Identity card. The Daughter was enrolled in college where she was required to provide a copy of her Identity card.	Inquiry Ongoing
844.	Mohamed Wario CAJ/ISI/M.IGC/062/072/ 24 -KWK	Male	National Registration Bureau	No	Delay	The Complainant alleged that his daughter namely Nasibo Mohamed applied for a national identity card at the Moyale office in January 2023 but she had not received it a year later.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
845.	Stella Naitore CAJ/ISI/M.IGC/062/076/ 24 - KWK	Female	National Registration Bureau	No	Delay	The Complainant alleged that she applied for her late husband's death certificate, the late Isaac Kubai, in March 2023 at the Meru Huduma Centre but she was yet to receive the said certificate.	Inquiry Ongoing
846.	Chris Muguna Maende CAJ/ISI/M.IGC/062/075/ 24 - KWK	Male	National Registration Bureau	No	Delay	The Complainant alleged inordinate delay in the issuance of an identity card. He alleged that he applied for the same in 2022 but he was yet to be issued.	Inquiry Ongoing
847.	Mudhe Boru CAJ/ISI/M.IGC/062/067/ 24 - KWK	Male	National Registration Bureau	No	Delay	The Complainant alleged that he applied for a national identity card serial number 2494248836 in 2021 but was yet to receive it. He further stated that he tried following up on the issue severally including visiting the Huduma center in Eastleigh to no avail.	Inquiry Ongoing
848.	Wako Tadicha Godana CAJ/ISI/M.IGC/062/077/ 24 - KWK	Male	National Registration Bureau	No	Delay	The Complainant alleged that he applied for a National Identity card replacement in the Moyale office in December 2023, and he had neither been issued with a waiting card certificate nor the identity card.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
849.	Anonymous CAJ/ISI/M.IGC/062/071/ 24 - KWK	Unkown	National Registration Bureau	No	Manifest Injustice	Complainant alleged that he worked as a member of National identity cards vetting committee for the Moyale region, and that he had observed that the delay in issuance of identity cards in the Moyale region was occasioned by the processes of verification undertaken by the Department of Immigration Nairobi office –headquarters.	Inquiry Ongoing
850.	Abraham Cholke Jillo Tadasa CAJ/ISI/M.IGC/062/068/ 24 - KWK	Male	National Registration Bureau	No	Delay	The complainant alleged that he applied for a national identity card (Serial No.2525620702) in 2021 but to date he had not received it. That he tried following up the matter including visiting the Huduma Centre in Eastleigh to no avail.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
851.	SULEIMAN KIBWANA JUMA CAJ/MSA/M.IGC/062/3 57/2024	Male	National Registration Bureau	No	Delay	The complainant alleged that on the 6th December 2022, he applied for two death certificates for Juma Bin Omar Mdigo and Saidi Juma Mwakimbusha who were his deceased relatives. The application was done at the Huduma Centre Mombasa and the requisite charges paid. However, to date the death certificates were yet to be issued by the Civil Registration Services.	Inquiry Ongoing
852.	Joseph Muriuki M'Iburi ISI/HUD/NRB/003/002/24	Male	National Registration Bureau	No	Delay	The Complainant alleged that he lost his identity card number 2388958 and on 12th March 2024 he applied for a duplicate, But there was inordinate delay in the processing and issuance of the same.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
853.	Naomi Maiti Kiriinya ISI/HUD/NRB/003/003/24	Female	National Registration Bureau	No	Delay	The Complainant alleged that she was the holder of national identity card number 11401604 residing within Meru County. That she lost her card and on 29th December 2024 applied for a duplicate National Identity Card, but there was inordinate delay in the processing and issuance of the same.	Inquiry Ongoing
854.	Julius Kinyua Ikinyua ISI/HUD/NRB/003/001/24	Male	National Registration Bureau	No	Delay	The Complainant alleged that he was the holder of national identity card number 12694208 residing within Meru County. That he lost his Card and on 29th January 2024 applied for a duplicate National Identity Card at the Meru Huduma Centre, but there was delay in the processing and issuance of the same.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
855.	Weddy Gatwiri Kiriimi ISI/HUD/NRB/003/004/24 -FM	Female	National Registration Bureau	No	Delay	The Complainant alleged that she was the holder of a national identity card number 42249167 residing within Meru County. That she lost her card and on 20th February 2024 applied for a duplicate National Identity Card at the Office of the OCS Meru Police Station, but there was inordinate delay in the processing and issuance of the same.	Inquiry Ongoing
856.	Mercy Gatiria Muchiri ISI/HUD/NRB/003/006/24 -KWK	Female	National Registration Bureau	No	Delay	The Complainant alleged that she was the holder of a national identity card number 3358183 residing within Meru County. That she lost her ID Card and reported the incident at Nkubu Police Station and obtained a Police Abstract. That she applied for a duplicate National Identity Card at the Office of the Assistant County Commissioner at Kanyakine, Meru County in January 2024, but there was inordinate delay in the processing and issuance of the same.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
857.	Virginia Mukwanjiru M'Arimi ISI/HUD/NRB/003/005/24 -FM	Female	National Registration Bureau	No	Delay	The Complainant alleged that she applied for the rectification of her national identity card which indicated that she was born in 1970 instead of the year 1965, but the same had not been effected.	Inquiry Ongoing
858.	Moses Murerwa ISI/HUD/NRB/003/008/24 -FM	Male	National Registration Bureau	No	Delay	The Complainant alleged that he lost his national identity card in October 2023 and applied for a replacement at the Nkubu office, but he had not received the new card.	Inquiry Ongoing
859.	Jane Ngugi ISI/HUD/NRB/003/007/24	Female	National Registration Bureau	No	Delay	The Complainant alleged that she applied for a national identity card in October 2023 and was issued with a waiting card but the card had not been issued yet.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
860.	MIKAIL AHMED YUSSUF CAJ/GSA/NRB/003/30/24-AH	Male	National Registration Bureau	No	Delay	The complainant alleged that he applied for a national ID card in May 2023 and was issued with a waiting card. In November 2023, he was informed that the ID was delivered at the registration office in Wajir. He went there but could not trace. He was advised to apply for a replacement and was issued with another waiting card.	Inquiry Ongoing
861.	PANTY ABIYU DEYE CAJ/GSA/NRB/003/32/24/AH	Male	National Registration Bureau	No	Delay	The complainant alleged that he applied for a national identity card on the 14th of February 2023 and was vetted twice but has since not been issued with a national ID card.	Inquiry Ongoing
862.	MASCUD BASHIR NUNOW CAJ/GSA/NRB/003/38/24-AH	Male	National Registration Bureau	No	Delay	The complainant alleged that there has been an inordinate delay in the issuance of a national ID card despite having applied in September 2023.	Inquiry Ongoing
863.	GAYOYE ALI BARISA CAJ/GSA/NRB/003/41/24-AH	Male	National Registration Bureau	No	Delay	The complainant alleged that he had applied for a national identity card on 22nd of November 2021 and was yet to be issued with one.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
CIVIL REGISTRATION SERVICES							
864.	Barasa Namalwa Lavender CAJ/ELD/M.IG.C/062/16 8/24- EK	Female	Civil Registration Services	No	Delay	A complaint on allegations of delay by the civil registration services issue her with birth certificate for her child-Adrian Baraka Juma which she applied in February 2024.	Inquiry Ongoing
865.	Simon Karanja Mote HUD/GPO/M.LAN/022/2 83/24-WK	Male	Civil Registration Services	No	Discourtesy	The Complainant alleged that he visited Kiambu Civil Registry seeking to replace his lost birth certificate but the services and staff attitude was appalling.	Inquiry Ongoing
COUNTY GOVERNMENT OF TRANS-NZOIA							
866.	Kizito Mayoti CAJ/ELD/CG/TRANSNZ OIA/061/22/24-MM	Male	County Government of Trans-Nzoia	No	Unresponsive Official Conduct	A complaint on allegations of failure by the County Government of Trans Nzoia to address his complaint on abuse of power and professional misconduct lodged against one Mr. Syphus Kaitano employed by the county as a Driver	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF UASIN-GISHU							
867.	Lydia Jerubet CAJ/ELD/CG/U.GISHU/066/44/24-MM	Female	County Government of Uasin Gishu	No	Delay	A complaint on allegations of delay by the North Rift Valley Water Works Development Agency (NRVWDA) to address their complaint on delay in the completion of the Moiben-Kuserwo Community Water Project- NRV/WORKS/MOI-KUS2022-23/1 PHASE ONE.	Inquiry Ongoing
868.	Zaippeline Oindi CAJ/ELD/ELDOWAS/066/42/24-FL	Male	County Government of Uasin Gishu	No	Unresponsive Official Conduct	A complaint on allegations that Eldoret Water and Sewerage Company (ELDOWAS) has failed to address their complaint on failure to supply water to residents of Kambi Teso- Kamukunji Estate in Uasin Gishu County	Inquiry Ongoing
REGISTRAR OF SOCIETIES							
869.	Jamal Diriwo Omari CAJ/ELD/AG/001/172/24-FL	Male	Registrar of Societies	No	Delay	A complaint on allegations that the Registrar of Societies has delayed to update them on the outcome of their complaint regarding fraudulent registration of the Muslim Association Mosque Committee in Uasin Gishu County	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
870.	Mohamed Afzal Esmail CAJ/AG/001/1262/24-SK	Male	Registrar of Societies	No	Unresponsive Official Conduct	A complaint alleging that the Office of the Registrar of Political Parties refused to reply to the complainant's letter dated 3rd October 2023 regarding the legal status of a society known as Muslim Luharwatha Jamat Registration SOC/76.	Inquiry Ongoing
OFFICE OF THE PUBLIC TRUSTEE							
871.	Ettah Kaveza Aguta CAJ/ELD/P. T/001/175/24-EK	Female	Office of the Public Trustee	No	Delay	A complaint on allegations of delay by the Public Trustee to administer the estate of Jacton Agufa Namisa Succession Cause Number 426 of 2022 to enable payment of the dues owed to the Estate.	Inquiry Ongoing
872.	Kabue Kariuki Peter CAJ/PT/000/1608/2024-SK	Male	Office of the Public Trustee	No	Delay	A complaint alleging delay by the Public Trustee in paying death gratuity of the complainant's spouse.	Inquiry Ongoing
873.	Wanga Joy Loice CAJ/PT/001/2301/24-WK	Female	Office of the Public Trustee	No	Delay	The complainant alleged that her mother's estate was under administration by the Public Trustee who	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						had taken a long time to conclude the matter.	
874.	Salome Ntinyari ISL/HUD/JUD/001/010/24 - KWK	Female	Office of the Public Trustee	No	Delay	The Complainant alleged that on 19th October 2022 her family successfully filed succession Cause No. 177 of 2022 with respect to the estate of their father the late Stephen Makathimo. That her mother and three brothers received their payment but she was yet to receive hers, and she had been following up on the signing of the cheque to no avail.	Inquiry Ongoing
875.	Otieno Sewe Sewe CAJ/KSM/PT/000/134/24 -WT	Male	Office of the Public Trustee	No	Delay	The complainant alleged delay by the Public Trustee in Kisumu in administering the estate of the late Otieno Sewe Nyanga in Succession Cause 164 of 2023. That complied with the guidance given by the Public Trustee and signed all the required documents, but he had not received the deceased's benefits.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
876.	Tabitha Anyango Angutha CAJ/KSM/PT/000/136/24-LM	Female	Office of the Public Trustee	No	Delay	Complaint on allegation of delay by the Public trustee in administering the estate of the late Maurice Angudha Opiyo.	Inquiry Ongoing
877.	Patrick Muteithia CAJ/PT/001/2307/24-MD	Male	Office of the Public Trustee	No	Inefficiency	The Complainant alleged that the Public Trustee Meru, had refused to remit Kshs. 73,838.89 on account of unclaimed assets from East African Breweries Limited dividends under the name M'maitima M'angaine. Unclaimed Financial Assets Authority vide a letter dated 22nd January 2024 confirmed that the funds had been deposited to the Meru office for onward processing to the estate beneficiaries. The Complainant sought the Commission's intervention to facilitate the release of the funds to the estate beneficiaries as UFAA	Inquiry Ongoing
BUSINESS REGISTRATION SERVICES							
878.	Okoth & Co. Advocates CAJ/BRS/001/2703/24-SK	Group/Organization	Business Registration Services	No	Delay	A complaint alleging delay in registration of a private limited company. Application made on 22nd June 2022 and receipted under Number 8290744, reference PVT-KAUZ2JPV.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
OFFICE OF THE DIRECTOR OF PUBLIC PROSECUTIONS (ODPP)							
879.	Judah Kibet Kogo CAJ/ELD/ODPP/027/24/ 24-FL	Male	Office of the Director of Public Prosecutions	No	Unresponsive Official Conduct	A complaint on allegations of failure by the ODPP Nandi County to update him on the outcome of the prosecution decision to an assault case reported at Kibiyet Police station vide OB Number 28/23/09/2023	Inquiry Ongoing
880.	Kelvin Ogori Gisemba for Robert G. CAJ/ODPP/027/320/24- SCK	Male	Office of the Director of Public Prosecutions	No	Delay	The complainant alleged that an inquest file was opened and transferred to the Office of the Director of Public Prosecutions for decision, but that the matter had delayed and he had not been informed of the Status of the Case.	Inquiry Ongoing
881.	Peter Nganga CAJ/ODPP/027/327/24- SCK	Male	Office of the Director of Public Prosecutions	No	Unfair Treatment	The complainant alleged that no action had been taken by the Office of the Director of Public Prosecutions in Kiambu to progress inquiry file no 20/2022 relating to an alleged fraudulent sale of Land No. Ruiru East block 2/3751.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
882.	Mulandi Kisabit & Associates CAJ/ODPP/027/334/24-SCK	Group/Organization	Office of the Director of Public Prosecutions	No	Manifest Injustice	The complainant alleged failure by the Office of the Director of Public Prosecutions to prefer charges against lawyers who were perpetrators of crime. That they had objected to a recommendation to lodge the matter with the Advocates Complaints Commission because the allegations were criminal in nature and not professional negligence. That the decision was reviewed and the file was returned with recommendations to charge the lawyers. However no action was taken towards prosecution, and they had been informed that the file had been recalled for the third time without any explanation on the status.	Inquiry Ongoing
883.	Moses Shiranda Amuhaya HUD/KAK/ODPP/027/10/24-AO	Male	Office of the Director of Public Prosecutions	No	Unresponsive Official Conduct	Complainant alleged unresponsiveness following a case of threat to life reported to Malava Police Station OB. No. 32/20/01/23.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
884.	Inmates of Hindi Prison CAJ/MSA/ODPP/027/61/2024	Group/Organization	Office of the Director of Public Prosecutions	No	Delay	Complaints by inmates at Hindi Prison against the Office of the Director of Public Prosecutions. The inmate undertook to provide us with better particulars for a possible referral to the IPOA	Inquiry Ongoing
885.	Samuel Njunge Kariuki CAJ/ODPP/027/329/24 – FN	Male	Office of the Director of Public Prosecutions	No	Delay	The complainant alleged that the respondent had stopped an investigation into a criminal matter relating to land fraud. There was an ongoing investigation on case ELC NO E014/21 (Thika Law Courts), which the ODPP wrote a wrong report that stopped the investigations claiming the case had been heard and judgements delivered in favor of the suspect against him. However, the case had not been concluded.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
886.	Ameli Inyangu and Partners for Godwin Itambo CAJ/MSA/ODPP/027/60/2024	Group/Organization	Office of the Director of Public Prosecutions	No	Unresponsive Official Conduct	The complainant was grievously assaulted and reported the matter to Makupa Police Station. However, the other party to the assault also went to the station to report attempted murder and the police investigation was one-sided as the complainant was still in hospital recovering. The complainant wanted the ODPP to expedite their review and prosecute the matter.	Inquiry Ongoing
887.	ABDULLAHI OMAR CAJ/GSA/ODPP/027/02/24-AH	Male	Office of the Director of Public Prosecutions	No	Manifest Injustice	The complainant alleged that his nephew was assaulted by a police officer in Dadaab police station causing bodily harm.	Inquiry Ongoing
888.	JOSES KAVISU SIMON CAJ/GSA/ODPP/027/01/24-AH	Male	Office of the Director of Public Prosecutions	No	Abuse of Power	The complainant alleged that he was assaulted by a police officer and the matter was reported to IPOA who investigated the same and recommended prosecution. The ODPP regional office did not act on the same despite numerous calls to act.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
889.	Kituo Cha Sheria For Claude Otieno CAJ/MSA/DPP/027/62/2024	Group/Organization	Office of the Director of Public Prosecutions	No	Unresponsive Official Conduct	The Complainant alleged that he reported cases of assault and threats at Changamwe Police Station on diverse dates in 2012 and 2018 under OB Noo.25/20/02/2012, OB 38/10/05/2012 and OB 67/24/07/2018. He further alleged that despite reporting these matters and having recorded statements in respect of the alleged crimes, no action was taken to prosecute the alleged suspects responsible.	Inquiry Ongoing
MINISTRY OF HEALTH							
890.	Bramwel Ashiriba CAJ/ELD/MOH/012/27/24-EK	Male	Ministry of Health	No	Unresponsive Official Conduct	A complaint on allegations of failure by the Kenya Medical Practitioners and Dentists Council (KMPDC) to address a complaint of medical negligence that he lodged against Moi Teaching and Referral Hospital (MTRH)	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
891.	Richard Gudina Kanana CAJ/MSA/M.MED/012/5 9/24-SAK	Male	Ministry of Health	No	Manifest Injustice	The Complainant alleged that he worked as a nurse under the Ministry of Health in various duty stations until his retirement on 5th January 2003. However, he had not received his retirement benefits.	Inquiry Ongoing
892.	Margret Njoki Kamau CAJ/M.HEA/012/679/24 -FN	Female	Ministry of Health	No	Delay	The complainant alleged the respondent had delayed to process her of pension due since 17th December 2022.The Complainant is a retired civil servant having worked with the Ministry of Health until December 2022.	Inquiry Ongoing
893.	Moses Muli CAJ/M.HEA/012/680/24 -JMM	Male	Ministry of Health	No	Delay	The Complainant alleged that he had kidney failure which rendered him permanently disabled. He went for dialysis but his insurance could not cover the same unless the Ministry of Health provided a report on the status of his kidney failure which the Ministry has failed to do.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
894.	George Alose Oyiengo HUD/KAK/M.HEA/012/11/24-AO	Male	Ministry of Health	No	Unresponsive Official Conduct	The complainant-P/N 1994051108 alleged that following notification of retirement in the year 2012 on medical grounds, the Ministry failed to process his outstanding salary arrears for 27 months and 17 days, process his file and forward to Pensions Department for processing and payment of his Pension.	Inquiry Ongoing
INDEPENDENT POLICING OVERSIGHT AUTHORITY							
895.	Kevin Oduor CAJ/ELD/IPOA/111/4/24-MM	Male	Independent Policing Oversight Authority (IPOA)	No	Unresponsive Official Conduct	A complaint on allegations that IPOA has failed to update him on the progress of his complaint lodged against a police officer attached at Huruma Police Station, Uasin Gishu county who unlawfully destroyed and damaged his property in addition to assaulting him whilst conducting a raid in the area for brewers of illicit brew.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
896.	Antony Nyauchi Obunga CAJ/IPOA/132/28/24- EMN	Male	Independent Policing Oversight Authority (IPOA)	No	Delay	The Complainant alleged that he reported a matter to the Respondent and that the Respondent had failed to respond to him. The complainant was requested for his claim supporting documents.	Inquiry Ongoing
897.	Felix Mureithi Matheta CAJ/IPOA/132/29/24- EMN	Male	Independent Policing Oversight Authority (IPOA)	No	Delay	The Complainant alleged that his family was illegally evicted from their parcel of land in 2022 by the aforementioned Police officers and they reported the matter to the Independent Policing Oversight Authority, (IPOA via letter dated 7th December, 2022 received on 9th December, 2022 but that since then, the Independent Policing Oversight Authority, (IPOA) has not taken any steps to resolve the issues raised.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
898.	Mark Kamau Wanjiku CAJ/IPOA/132/27/24-SCK	Male	Independent Policing Oversight Authority (IPOA)	No	Unlawful Official Conduct	The Complainant alleged that police officers in Mombasa broke his leg and kept him in custody for four (4) days without charging him in court. He alleged that the police did not take him to the hospital but gave him a P3 form that indicated false particulars of his injuries.	Inquiry Ongoing

899.	Gideon Muchui ISL/POL/015/219/24- KWK	Male	Independent Policing Oversight Authority (IPOA)	No	Manifest Injustice	<p>The Complainant alleged that he was involved in a motorcycle accident on 1st November 2023 and reported the same at the Muthara Police Station vide OB 27/1/11/2023, where an officer by the name Koome Itabara was assigned to investigate the matter. That on 2nd November 2023, the said investigating officer called him to the police barrier around Muthara where he was asked about the whereabouts of the said motorcycle. That the said officer assaulted him when he failed to establish the whereabouts of the motorcycle. He reported the matter of assault to the police vide OB. 13/06/11/23 and further reported to the Independent Policing Oversight Authority. That the matter was assigned to an Investigating Officer called Irene under file reference number IPOA/CMU/3480/2023, but instead of investigating the issue of police assault to its logical conclusion, the officer coerced him to withdraw the case against the police officer. That the said Irene threatened him with imprisonment if he continued to pursue the matter.</p>	Inquiry Ongoing
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No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
900.	Charles Wambua CAJ/IPOA/026/264/24-MD	Male	Independent Policing Oversight Authority (IPOA)	No	Unresponsive Official Conduct	The Complainant alleged that he reported a matter to IPOA concerning a DCI officer based in Machakos County for threatening him and attempted murder. Despite following up on the matter, he had not received any response from IPOA and he had been living in hiding for fear of execution by the said police officer. He sought to have the matter investigated urgently to enable him to live a peaceful life without fear.	Inquiry Ongoing
901.	Stanley Mwahanga CAJ/MSA/POL/015/528/2024	Male	Independent Policing Oversight Authority (IPOA)	No	Unresponsive Official Conduct	A complaint that he reported a matter against Police Officer Hiribae at Kiembeni Estate Police Post. The complainant presented him with two accused who had conned him of Kshs 350,000. The officer failed to take any action and even threatened the complainant with being arrested	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
902.	Irene Atieno Oyugi CAJ/MSA/IPOA/015/532/2024	Female	Independent Policing Oversight Authority (IPOA)	No	Delay	The Complainant alleged that she was assaulted by her husband who was an administration police officer at Kakamega Regional Offices. She reported the matter to Central Police Station Kakamega vide OB No 12/9/3/2022 but the matter was yet to be investigated and the suspect arrested. She further alleged that the police advised her to leave Kakamega County, which she did and moved to Mombasa with her four children. That since then she is yet to receive any communication on the status of the matter and constantly lives in fear for her life and that of her children. She reported the matter to IPOA but no action was taken despite recording statements.	Inquiry Ongoing
MINISTRY OF AGRICULTURE AND LIVESTOCK DEVELOPMENT							
903.	Anonymous CAJ/ELD/NCPB/014/10/24-MM	Male	Ministry of Agriculture and Livestock Development	No	Unfair Treatment	A complaint on allegations that the Manager of NCPB is discriminative as he only distributes fertilizers to the largescale farmers, leaving out the small-scale farmers.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
904.	Jackson Kimanthi Kimole HUD/MAKUENI/M.EGR/014/26/24-SK	Male	Ministry of Agriculture and Livestock Development	No	Delay	A complaint that the Ministry delayed in promoting the complainant for over seven years and when he was eventually promoted, he was not paid the backdated salary arrears. He also asserted that the Ministry had not adjusted his salary to correspond with the current job Group H.	Inquiry Ongoing
905.	Awadh Mbarak Hassan CAJ/MSA/KFS/014/22/2024	Male	Ministry of Agriculture and Livestock Development	No	Oppressive Official Conduct	The complainant alleged that there was illegal trawling activities in Kipini within Tana River County which had resulted in the death of marine species especially turtles and dolphins. That the issue was brought to the attention of all the relevant agencies dealing with fisheries by the Kipini Beach Management Unit but no action had been taken. The complainants further alleged that the Kenya Fisheries Service in Kipini have been highly inefficient and have collaborated with the people who are conducting the illegal activities	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
THE PYRETHRUM PROCESSING COMPANY OF KENYA LTD							
906.	Peter Kaumbuthu CAJ/M.AGRI/014/426/2 4-EMN	Male	The Pyrethrum Processing Company of Kenya Ltd.	No	Unfair Treatment	The complainant alleged that he is the Respondents Employee and that he had stagnated at Job Group L since 2020. He also alleged that he had been allocated acting duties but had not been paid the acting allowance.	Inquiry Ongoing
KENYA COPYRIGHT BOARD							
907.	James T. Makori CAJ/KCB/023/234/24- EMN	Male	Kenya Copyright Board	No	Unfair Treatment	The Complainant lodged this Complaint via demand letter addressed to the Respondent and copied to this Commission. The Complainant instructed the Respondent to Direct CMOs to stop issuing licenses to non-members amongst other demands. He was advised that the Complaint is addressed to Respondent who are mandated to handle it.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA UNIVERSITIES AND COLLEGES PLACEMENT SERVICES(KUCCPS)							
908.	Collins Onyango CAJ/KUCCPS/013/2657/ 24-EMN	Male	Kenya Universities and Colleges Placement Service	No	Inefficiency	The Complainant alleged that he is trying to apply for university placement on the respondent's portal but that the portal is inaccessible	Inquiry Ongoing
KENYA SCHOOL OF LAW							
909.	Dr. Joannes Ofwa CAJ/M.EDU/013/2628/2 4-EMN	Male	Kenya School of Law	No	Unfair Treatment	The Complaint is addressed to the Respondent and copied to this Commission amongst others. The Complainant was appealing against the Respondent's decision of denying admission into the Kenya school of law on grounds that he did not score B+ in English or Kiswahili yet he had upgraded the same grades and even rose in ranks to teaching law in university	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
CAPITAL MARKETS AUTHORITY							
910.	Patricia Wangui Macharia CAJ/CMA/000/1582/24-EMN	Female	Capital Markets Authority	No	Delay	The complainant alleged that she has invested in the Thika Forex Trading Company and sought to withdraw her investments. She said that she reported the matter to the Respondent but the the Respondent had not taken any action	Inquiry Ongoing
911.	Njeru Nyaga Advocate CAJ/CMA/000/1611/24-EMN	Group/Organization	Capital Markets Authority	No	Delay	This Complaint is addressed to the Respondent and copied to this Commission among others. It is a demand letter Compelling the Respondent to issue licences to their clients.	Inquiry Ongoing
LOCAL AUTHORITY PROVIDENT FUND							
912.	Mugambi Mutahi Jackson CAJ/LAPFUND/079/10/24-EMN	Male	Local Authorities Provident Fund	No	Delay	The Complainant alleged that he is a retired employee of the Laikipia County Government but that the Respondent had failed to process his dues.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
913.	Retirees Benefits & Claim Welfare CAJ/CPF/079/11/24-EMN	Group/Organization	Local Authorities Provident Fund	No	Delay	The Complainant alleged that the Respondents had failed to process and pay its members retirement benefits. He was requested for details and claim supporting documents.	Inquiry Ongoing
EXPORT PROCESSING ZONES AUTHORITY							
914.	Christine Wawira Nyaga CAJ/EPZA/055/8/24-EMN	Female	Export Processing Zones Authority	No	Delay	The Complainant alleged delay in processing and payment of a deceased relative's dues. She was requested for clearer details on her complaint	Inquiry Ongoing
COUNTY GOVERNMENT OF BOMET							
915.	Boniface karanja CAJ/CG/BOMET/117/13/24-EMN	Male	County Government of Bomet	No	Unfair Treatment	The complainant alleged that he was the Respondent's employee at devolution and that he was transferred to the County Government of Kiambu but that the Respondent had refused to transfer his payroll details to his new duty station.	Inquiry Ongoing
HIGHER EDUCATIONS LOANS BOARD							

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
916.	Flavian Wamanda CAJ/HELB/013/2689/24-EMN	Female	Higher Education Loans Board	No	Unfair Treatment	The Complainant alleged that she applied for a loan on the Respondent's portal but that her application has not been replied to	Inquiry Ongoing
917.	Charles Mwangi CAJ/HELB/013/2732/24-JMM	Male	Higher Education Loans Board	No	Unfair Treatment	The complainant alleged that HELB had deducted funds from his account erroneously despite the fact that he cleared his loan in 2017. He raised the issue of erroneous deduction severally with HELB without success.	Inquiry Ongoing
918.	Edwin Otieno CAJ/HELB/013/2741/24-JMM	Male	Higher Education Loans Board	No	Unfair Treatment	The complainant alleged that the current Higher Education Financing Portal (HEFP) registration system was incompatible with the new generation Kenyan Identity Cards. He further alleged that the IDs, containing eight digits, exceeded the character limit of the ID No. field, resulting to error message that the ID No. field could not exceed 8 characters in length.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA MEDICAL TRAINING COLLEGE (KMTC)							
919.	Kiplagat Linscott CAJ/KMTC/013/2363/24 -EMN	Male	Kenya Medical Training College	No	Unfair Treatment	The Complainant alleged that the Respondent had unfairly changed the examination policy which had caused him to lose 6 months of his academic time.	Inquiry Ongoing
920.	Donex Juma & Co. Advocates CAJ/KMTC/013/2672/24 -MD	Group/Organization	Kenya Medical Training College	No	Unfair Treatment	This Complaint was addressed to the Respondent and copied to this Commission. The Complainant alleged that their admission to KMTC Eldoret Campus had been unilaterally withdrawn for not paying commitment fees that had not been stated as a condition in the acceptance letter. The Complainant was advised to follow up and inform us of the outcome.	Inquiry Ongoing
921.	Habitech Consultants CAJ/KMTC/012/677/24- FN	Group/Organization	Kenya Medical Training College	No	Delay	The complainant alleged that the respondent had failed to pay dues owed to them, after completing commissioned works for architectural services and construction works in different Counties. The total amount	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						owed is Ksh 31,167,701/= for work done from 2017- 2020.	
922.	Anonymous Complainant CAJ/KMTC/013/2641-JMM	Unkown	Kenya Medical Training College	No	Delay	The complainant alleged that Kenya Medical Training College took between 6 months to 3 years to pay external lecturers salaries especially those who lectured in Nyeri, Othya and Karatina	Inquiry Ongoing
MASENO UNIVERSITY							
923.	Rashid Simiyu CAJ/MU/013/2705/24-EMN	Male	Maseno University	No	Inaction	The complainant alleged that he is a student at Maseno University ADM No. BA/00466/018. He enrolled for a degree course in Bachelor of Arts (Communication and media technology with IT) and fulfilled all learning requirements and was due for graduation but that he has a missing mark in one-unit UCI 301. Efforts to get the same have been futile	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
TECHNICAL UNIVERSITY OF MOMBASA							
924.	Wangui Dennis Kuria CAJ/TUM/013/2711/24	Male	Technical University of Mombasa	No	Delay	The Complainant alleged that he is a student of the Technical University of Mombasa Registration number BACS/002/2018 and that upon graduation, he was awarded a bachelors degree on 20th July, 2023. He collected his certificate and official transcripts from the university whereupon he noted errors on his official transcripts as follows. He has been following up on rectification of the errors on his transcript in vain	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
925.	Prisca Kavata Mutiso CAJ/MSA/M.EDU/013/1 80/2024-SAK	Female	Technical University of Mombasa	No	Manifest Injustice	The Complainant alleged that during the transition from Mombasa Polytechnic to Mombasa Polytechnic University College in 2009, (now Technical University of Mombasa) she was downgraded from Job grade 5N to 4N. That she tried to follow up with the Administration but her complaint was never addressed. That in 2018, she was interviewed for a promotion to Job grade 5N and the hiring committee acknowledged that an error had occurred in placing the complainant in a lower job grade. That she was promoted to job grade 6N in June 2018 which was the grade she was supposed to be at. The university council agreed to pay her arrears accumulated during the 10 years she was erroneously placed in grade 4N but the same was not done despite numerous follow ups.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
CPF PENSION SCHEME							
926.	Retirees Benefits Claim for Joseph karanja CAJ/CPF/079/11/24-EMN	Group/Organization	CPF Pension Scheme	No	Delay	The Complainant alleged that their client Joseph Karanja retired and that he has been following up on his retirement benefits in vain.	Inquiry Ongoing
NATIONAL YOUTH SERVICE							
927.	Anonymous NYS CAJ/NYS/031/117/24-EMN	Unkown	National Youth Service	No	Inefficiency	The complainants alleged that they are the Respondent's employees and that the Respondent has been making statutory deductions but not remitting them to the relevant authorities.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
928.	Samson Kinyanjui CAJ/NYS/031/114/24-SCK	Male	National Youth Service	No	Manifest Injustice	The complainant alleged that there were Ex National Youth Service Men and Active Servicemen who were contracted to join a special program of railway rehabilitation, and they were informed by a Kenya Railways official who visited from time to time that they would be paid a stipend for days worked. That later on the Service acknowledged that there was an allowance given, but at the end of the project they were not paid anything. The Railways officers acknowledged that they paid to the Service account.	Inquiry Ongoing
929.	Alfred Otieno CAJ/NYS/031/116/24-JMM	Male	National Youth Service	No	Unresponsive Official Conduct	The Complainant alleges that he was involved in a road accident with a National Youth Service vehicle and was not paid.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL SOCIAL SECURITY FUND							
930.	Focus Mwasi CAJ/NSSF/017/902/24-EMN	Male	National Social Security Fund(NSSF)	No	Delay	The complainant alleged that the Respondent delays in offering services to citizens. He was asked to provide clearer details on his complaint together with his claim supporting documents	Inquiry Ongoing
931.	Peter Nyongo CAJ/NSSF/017/901/24-WK	Male	National Social Security Fund(NSSF)	No	Delay	The complainant sought to have his account updated with 2 payments he made through the e-Citizen platform, which had taken time to reflect.	Inquiry Ongoing
932.	Naftali Gitonga ISI/HUD/M.LAB/017/04/24 - KWK	Male	National Social Security Fund(NSSF)	No	Inefficiency	The Complainant alleged that he worked with the Kenya Power and Lighting Company between 1989 and 1996 but the Fund statements did not capture contributions made within that period.	Inquiry Ongoing
933.	Richard Oloo Owinyo CAJ/NSSF/017/904/24-JMM	Male	National Social Security Fund(NSSF)	No	Delay	The Complainant alleged that NSSF had not remitted his benefits for contributions made between 1979 to 1984.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
934.	Charles Gilbert Otieno CAJ/KSM/NSSF/017/165/24-AO	Male	National Social Security Fund(NSSF)	No	Delay	A complaint against NSSF on allegations of delay to process and pay his NSSF dues despite having received the updated schedule from Teachers Service Commission as at 21/9/2023.	Inquiry Ongoing
935.	Fred Asava CAJ/KSM/NSSF/017/166/24-WT	Male	National Social Security Fund(NSSF)	No	Unresponsive Official Conduct	Complainant alleged failure by the National Social Security Fund to intervene and have his employer, Pentecostal Assemblies of God remit his NSSF contributions to his account, Member No 2020460039. That he lodged the complaint in March 2021 and had not been assisted.	Inquiry Ongoing
POSTAL CORPORATION OF KENYA							
936.	Pharis Karani CAJ/POS/023/231/24-EMN	Male	Postal Corporation of Kenya	No	Oppressive Official Conduct	The Complainant alleged that he is a Kenyan citizen living with visual impairment from Kirinyaga County and that he applied to Lutheran Braille workers from the USA who sent him a copy of the bible in braille through the Kutus post office but that efforts to collect the bible in vain.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
DIRECTORATE OF OCCUPATIONAL SAFETY AND HEALTH SERVICES							
937.	Mwikali Matuku CAJ/DOSH/017/896/24 - FN	Female	Directorate of Occupational Safety and Health Services	No	Delay	A complaint alleging that the respondent has failed to follow up on a complaint raised regarding injuries the complainant sustained on 6th February 2023 while working with Brush Manufacturers Ltd	Inquiry Ongoing
938.	Hannington Shiundu Murunga CAJ/DOSH/017/879/24 - FN	Male	Directorate of Occupational Safety and Health Services	No	Inefficiency	A complaint alleging that the respondent has failed to follow up on a complaint raised regarding injuries he sustained on 23rd April 2015 while working with Master Fabricators Ltd	Inquiry Ongoing
939.	Stephen Gachunga Mwangi CAJ/DOSH/012/662/24-SCK	Male	Directorate of Occupational Safety and Health Services	No	Unresponsive Official Conduct	The complainant alleged that the office of DOSH at Machakos was frustrating him by asking for fuel to pursue his claim. He claimed that the office had refused to serve him.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
940.	Japhet Nzomo CAJ/MSA/DOSH/017/22 0/2024	Male	Directorate of Occupational Safety and Health Services	No	Oppressive Official Conduct	The Complainant alleged that he was a casual laborer at Kilure Enterprises and was injured while on duty on 19th April 2023. He attempted to have DOSH 1 form filled by the employer to no avail. The employer unofficially agreed to make payment but the Ministry did not follow up on the payment	Inquiry Ongoing
COUNTY GOVERNMENT OF TAITA-TAVETA							
941.	Albashir Mwalozi Mwakisese CAJ/HUD/WND/CG.T.T/ 093/4/2024-SAK	Male	County Government of Taita Taveta	No	Oppressive Official Conduct	A complaint by casual employees employed by the Municipal Council of Voi. Upon devolution, they were absorbed on a casual basis by the County Government of Taita Taveta. The Public Service Commission vide the circular dated 3rd August 2021 advised that in order to harmonize the public service, casuals should have their service translated to permanent and pensionable. However, the County terminated their services without due regard to the circular. The complainant alleged that they were not given an opportunity to be heard.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA WILDLIFE SERVICES							
942.	Mohamed Maro Hiribae CAJ/MSA/KWS/010/29/ 2024-SAK	Male	Kenya Wildlife Services	No	Manifest Injustice	Complainant alleged that on 21st September 2018 in Garsen, Tana River County, he was attacked and seriously wounded by an elephant. He reported the matter at Wenje Police Station in Hola under OB Number 06/22/09/2018 and received treatment at Hola County Referral Hospital. He filled and submitted a compensation claim form to the Service under Ref Number KWS/HLA/2020/006, but no compensation was paid despite following up with the Service.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
943.	Julius Kinyua M'iburi ISI/HUD/M.WIF/010/007/ 24 - KWK	Male	Kenya Wildlife Services	No	Delay	The complainant alleged that he was a small-scale farmer based at Rwanyange Location within Meru County, and that sometimes in April 2018, his crops were destroyed by elephants from lower Imenti Forest which border the said location. He later reported the complaint to the Service for compensation and filled relevant documents. However, he was not compensated.	Inquiry Ongoing
944.	Boran Daudi CAJ/KWS/010/166/24- JMM	Male	Kenya Wildlife Services	No	Inaction	The Complainant alleged that her daughter, Horoba Mohamed Duwe was attacked on 1st December 2017 by a poisonous snake and died due to cardiopulmonary arrest caused by envenomation secondary snake bite. She raised the issue for compensation with Kenya Wildlife Service on 6th October 2022. Up to date, she was yet to receive compensation despite several follow ups.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
945.	Musa Ali Guyo CAJ/ISL/M.WIF/010/031/ 24 - KWK	Male	Kenya Wildlife Services	No	Oppressive Official Conduct	The Complainant alleged that on 6th August 2017 he was attacked by an elephant and sustained fractures of the upper limb and the urethra. As a result of the injury, he developed urethral impotence and chronic and serious infection of both bone forearm fractures. He submitted all the relevant documents including an OB No. 18/6/8/2017 and a Compensation Claim Form in support of the compensation claim in 2017 but was not compensated.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
MOMBASA WATER SUPPLY AND SANITATION COMPANY LIMITED							
946.	Cleoppar Mwawasi CAJ/MSA/M.WAT/009/3 2/24-SAK	Male	Mombasa Water Supply and Sanitation Company Ltd.	No	Delay	The Complainant alleged that he was part of the 7-member committee elected by the community to run the Mikindani Grievances and Reconciliation Committee set up under the Mombasa Water Project in 2021. MOWASSCO had agreed to pay each member Kshs 500 per day for 45 days but since the completion of the sewerage project, they had not received their dues.	Inquiry Ongoing
947.	Zuma Dena O/B Residents of Mikindani CAJ/MSA/M.WAT/009/3 3/2024-SAK	Group/Organization	Mombasa Water Supply and Sanitation Company Ltd.	No	Unfair Treatment	The Complainant alleged that Mikindani area in Jomvu Constituency was experiencing regular water shortages because the water pipes installed by the World Vision had been diverted to cater to factories around Mikindani. Despite writing to Mombasa Water Supply & Sanitation Company Limited, no action had been taken to rectify the issue.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COOPERATIVE UNIVERSITY OF KENYA							
948.	Brian Otieno Omondi CAJ/MSA/M.EDU/013/1 70/2024-SAK	Male	Cooperative University of Kenya	No	Inefficiency	A complaint against the Cooperative University of Kenya. The Complainant alleged that on 3rd June 2024, the University of Maribor wrote to the University to have his Diploma and transcripts authenticated. However, the University had inordinately delayed in handling his recognition process, and when they initially responded, the details were incorrect. Further, that the Registrar and the Examination Officer of the University had nonchalantly treated his case owing to the complaint about delay made to the Vice-Chancellor of the University.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA FERRY SERVICES							
949.	Muhando Festus CAJ/MSA/KFS/004/144/ 2024-SAK	Male	Kenya Ferry Services Ltd.	No	Unresponsive Official Conduct	The Complainant alleged that he applied to Kenya Ferry Services for an entry pass vide an application letter dated 29th November 2019. The Complainant alleged that he did not receive any response to his application. He wrote a formal complaint dated 2nd May 2023 to the Managing Director on the failure to consider his application, but it was not addressed.	Inquiry Ongoing
COUNTY GOVERNMENT OF LAIKIPIA							
950.	Wamugi Maina John CAJ/NHRR/LAIKI/104/21 /24 – MK	Male	County Government of Laikipia	No	Manifest Injustice	Complainant alleged that the Laikipia County Government officers evicted him from his house. He alleged the eviction was conducted in an inhumane manner leading to loss and damage of property and loss of money.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
951.	Mugweru John CAJ/NHRR/CG/LAI/104/22/24 – MK	Male	County Government of Laikipia	No	Unresponsive Official Conduct	Complainant raised a complaint with the County Executive Committee Member for Finance, Laikipia County, faulting the budget formulation process conducted for the County between 22 April 2024 and 25 April 2024. He alleged inadequate public participation, inconsistency and discrepancies in budget allocation and lack of a comprehensive budget that incorporated programs/projects based on allocation and the Medium- Term Expenditure Framework (MTEF). No action was taken on the complaint.	Inquiry Ongoing
952.	George Kiboi CAJ/CG/LAIKIPIA/104/24/24-WK	Male	County Government of Laikipia	No	Unlawful Official Conduct	The complainant alleged that 4 members of the corporate team of the Nyahururu Water and Sanitation Company traveled outside the county and were compensated DSA and other allowances in violation of a circular on priority allowances for other public officers.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA FOREST SERVICES							
953.	South Marmanet Community Forest Association CAJ/NHRR/M.WIF/010/5/24-MK	Group/Organization	Kenya Forest Service	No	Unfair Treatment	Complainant alleged that they had been farming on forest land under the shamba system but were arrested for trespass. That despite being charged in court, they had not been issued with the charge sheets. That the Service had allocated forest land to other private citizens.	Inquiry Ongoing
954.	Raymond Daudi Nthenge CAJ/KFS/010/167/24-JMM	Male	Kenya Forest Service	No	Inaction	The Complainant alleged that his neighbor declined to implement a directive by the Forest Service to cut some trees protruding on his land.	Inquiry Ongoing
MINISTRY OF PUBLIC SERVICE, PERFORMANCE AND DELIVERY MANAGEMENT							
955.	Moses Kiplagat Korir CAJ/NHRR/DPM/61/1/24-MK	Male	Ministry of Public Service, Performance and Delivery Management	No	Unfair Treatment	The complainant alleged that he requested a transfer due to medical grounds but was declined. He alleged that he had an underlying medical condition and Nyahururu is too cold.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
REGISTRAR OF TRADE UNIONS							
956.	Kenya County Government Workers Union CAJ/ROTU/001/2628/24-SCK	Group/Organization	Registrar of Trade Unions	No	Delay	The complainant alleged failure by the Registrar of Trade Unions to implement a decree ordering implementation of the resolutions by the Union's National Executive Council.	Inquiry Ongoing
COUNTY GOVERNMENT OF WAJIR							
957.	Higsi Investment Co Ltd CAJ/CG/WAJIR/058/19/2024-SCK	Group/Organization	County Government of Wajir	No	Oppressive Official Conduct	The complaint alleged failure by the County Government to pay for services delivered by the complainant from 2019 to 2021. The complainant alleged that efforts to follow up payment were futile.	Inquiry Ongoing
958.	ALI AHMED ADAN CAJ/GSA/C.G.W/058/01/24-AH	Male	County Government of Wajir	No	Unclear	The allegations by the complainant were unclear. The office contacted him for clarity and supporting documents. He undertook to furnish the same.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
RETIREMENT BENEFITS AUTHORITY							
959.	Retirees of Water Resources Authority CAJ/RBA/000/1605/24-SCK	Group/Organization	Retirement Benefits Authority	No	Unresponsive Official Conduct	Complainant alleged that they left employment at the Water Resources Authority due to natural attrition. That they raised their concerns about unpaid retirement benefits with the Chief Executive Officer of the Retirement Benefits Regulatory Authority in a meeting held on 15/08/2023, who promised to take up the matter to ensure they were paid their appropriate retirement benefits. That since then no action had been taken and the benefits remained unpaid.	Inquiry Ongoing
KENYA REINSURANCE CORPORATION							
960.	Anonymous CAJ/KRC/000/1599/24-SK	Unkown	Kenya Reinsurance Corporation	No	Unlawful Official Conduct	A complaint alleging maladministration by the Management of the Kenya Reinsurance Corporation. That it engaged in flawed procurement practices and unfair labour practices.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY							
961.	Anthony Mwenda Kinoti CAJ/MERU.UN/013/2711/24-SK	Male	Meru University of Science and Technology	No	Delay	A complaint alleging delay by the Meru University of Science & Technology to pay the complainant for part-time lecturing services offered in 2019. He alleged that he taught 11 units and had been following up on the payment with promises of payment but no actual payment had been effected	Inquiry Ongoing
962.	Meru University of Science and Technology External Dons ISI/HUD/M.EDU/013/017/24 - KWK	Group/Organization	Meru University of Science and Technology	No	Oppressive Official Conduct	The Complainants alleged that they were discriminated by the University in the payment of salaries whereby their salary were withheld while the permanent lecturers were promptly paid for similar services rendered. Further, that there was inordinate delay in issuance of their appointment letters as part-time lecturers which had made it hard for them to claim their salary arrears. Their efforts to address the issues through a petition to the University bore no fruits.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
ENGINEER BOARD OF KENYA							
963.	Paul Macharia CAJ/EBK/091/8/24-SK	Male	Engineer Board of Kenya	No	Unresponsive Official Conduct	A complaint alleging failure by the Engineers Board of Kenya to resolve a complaint wherein the complainant alleged discrimination of Kenyan nationals in registration of Engineers who had acquired qualifications from other countries.	Inquiry Ongoing
KENYA INDUSTRIAL RESEARCH AND DEVELOPMENT INSTITUTE							
964.	Mark Sichangi CAJ/KIRDI/013/2697/24-SK	Male	Kenya Industrial Research and Development Institute	No	Unfair Treatment	Complainant alleged that he was unfairly treated by Institute during the implementation of a new Organizational Structure. He stated that he was not transited to the position of Director as other Heads of Department.	Inquiry Ongoing
965.	Thomas Sitienei CAJ/KIRDI/013/2698/24-SK	Male	Kenya Industrial Research and Development Institute	No	Unfair Treatment	Complainant alleged that he was unfairly treated by the Institute during the implementation of a new Organizational Structure. He stated that he was not transited to the position of Director as other Heads of Department.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA NATIONAL HIGHWAY AUTHORITY							
966.	Charity Muringo Mwangi CAJ/KENHA/006/246/24-SK	Female	Kenya National Highway Authority (KENHA)	No	Unresponsive Official Conduct	A complaint alleging delay by the Authority in compensating the complainant after her house was weakened by heavy vibrations during construction of the Mau Mau Road in Nyeri County.	Inquiry Ongoing
967.	Cha Jomvu Lot1 PAPs Development Self-Help Group CAJ/MSA/KENHA/004/142/2024	Group/Organization	Kenya National Highway Authority (KENHA)	No	Unclear	A complaint by the PAPs regarding the A109 project between Changamwe, Mikindani and Jomvu who were relocated. The PAPs were advised that a market would be built and that the traders affected would be given priority so they may earn a livelihood. They have written to KeNHA vide the letter of 21st December 2023 to seek clarification on the level of inclusivity of traders i.e. how many traders would be accommodated.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
968.	Ali Tino Samuno CAJ/MSA/KENHA/006/5/2024	Male	Kenya National Highway Authority (KENHA)	No	Delay	The complainant alleged that his house was demolished in 2020 by KENHA during the construction of Garsen- Witu - Lamu Road and he was given an award of 513,786 on 2nd August 2021 which was never paid.	Inquiry Ongoing
MINISTRY OF DEFENCE							
969.	Stephen Ouma Odede CAJ/M.DEF/037/292/24-SK	Male	Ministry of Defence	No	Unfair Treatment	A complaint alleging that the Ministry of Defence refused to process the complainant's terminal benefits upon exiting service on 2nd April 2024.	Inquiry Ongoing
970.	Silvester Tsaka Mbaji CAJ/MSA/DEF/037/10/2024	Male	Ministry of Defence	No	Unresponsive Official Conduct	The complainant alleged that he was a former officer W011 59546 who joined Defence in 1986. On 12th July 2019 he received a discharge on "Completion of Colour Service" letter which outlined benefits he ought to receive. Subsequently, he received another letter dated 29th April 2020 with a discharge as "Dismissal" and advising that he is not entitled to any benefits. The letters were contradictory and vide the letter of 5th June 2021, he wrote to seek clarification from the Army Commander to no avail	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
ETHICS AND ANTI CORRUPTION COMMISSION							
971.	Adan Moro Guracha CAJ/EACC/026/265/24- WK	Male	Ethics and Anti Corruption Commission (EACC)	No	Administrative Injustice	The complainant alleged that he was denied his rightful entitlements i.e. leave allowance, payment in lieu of his outstanding leave days, baggage allowance, employer contributed pension fund, when the Commission terminated his contract.	Inquiry Ongoing
KITALE NATIONAL POLYTECHNIC							
972.	Anita Bii CAJ/KNP/013/2750/24- WK	Female	Kitale National Polytechnic	No	Delay	Complainant alleged that the Polytechnic had not paid her gratuity despite having cleared with them, and severally following up on the same	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
CONTROLLER OF BUDGET							
973.	Paul Mabwa Asila CAJ/C.G/NRB/060/412/ 24-WK	Male	Controller of Budget	No	Delay	The complainant alleged delay by the Controller of Budget to allocate funds for payment of his decretal sum of Ksh. 120,000,000 awarded to him by the high court against the Nairobi City County Government.	Inquiry Ongoing
COUNTY GOVERNMENT OF ELGEYO MARAKWET							
974.	Philemon Kiptoo Barsulai CAJ/CG/Marakwet/126 /14/24-WK	Male	County Government of Elgeyo Marakwet	No	Administrative Injustice	The complainant alleged that that he served as a Deputy Director, Enforcement and Compliance at the County and was later deployed to the Department of Tourism, a position he alleged was non-existent in the scheme of service.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL GOVERNMENT CONSTITUENCY DEVELOPMENT FUND							
975.	Joseph Kimani Maina CAJ/NGCDF/008/280/2 4-WK	Male	National Government Constituency Development Fund	No	Delay	The complainant alleged that he supplied tents, chairs and tables but was yet to be paid for services rendered.	Inquiry Ongoing
COUNTY GOVERNMENT OF MERU							
976.	Isabella Kanini Ndungu CAJ/ISI/CG/MERU/129/ 017/24 - KWK	Female	County Government of Meru	No	Unlawful Official Conduct	The Complainant alleged that she had applied to the Town clerk in Meru County to be furnished with official ownership documents with respect to her property, and that a county official visited the said land and carried out measurements exercise and allocated her plot No.47. That she bought a cadastral map but the county official refused to issue her with the necessary documents to enable her to process the title deed. Further, that the county official brought down her house without any justification.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
977.	Sebastian Mureithi CAJ/ISI/CG/MERU/129/ 016/24 -KWK	Male	County Government of Meru	No	Unresponsive Official Conduct	The Complainant alleged that he was the chairman of the small traders in Gakoromone market who had formed the Marketing Development Committee (MDC) with the mandate to oversee the development of markets including garbage collection. Despite the Gakoromone MDC being elected in January 2023, they had not assumed office because they were not sworn in. As a result the operations of the market had collapsed causing problems such as heaps of uncollected garbage which posed health risks to both traders and consumers within the market.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
978.	Robert Kimathi M'Ithinji CAJ/ISI/HUD/CG/MERU/ 129/14/24-FM	Male	County Government of Meru	No	Delay	The Complainant alleged that on the 18th February 2021 he entered into a Sale Agreement to purchase a market stall No. J1 at Marigiti within Nkubu Township. That he fully paid the purchase price but the County Government had not effected a transfer of ownership to him. That the Board responsible for transfer approvals was dismissed by the new County Government after assuming office in 2022 and it had not been reconstituted.	Inquiry Ongoing
979.	Stanley K Mukiira CAJ/ISI/HUD/CG/MERU/ 129/15/24-FM	Male	County Government of Meru	No	Delay	The Complainant alleged that he purchased Market Stall No. K1 at Nkubu Market and fully paid the purchase price. However, the County Government was yet to effect a transfer of ownership to him because the Board responsible for transfer approvals was dismissed by the new County Government after assuming office in 2022 and it had not been reconstituted.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
980.	Geoffrey Kimathi Kiambi ISI/HUD/CG/MERU/129/ 016/24-FM	Male	County Government of Meru	No	Inefficiency	The Complainant alleged that the County Government failed to repair a bridge at Kionyo-Gumpira-Giankio near St. Eugene Secondary which was used by school children. That they were unable to access schools due to heavy rains between March and April.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF ISIOLO							
981.	Ibado Elias CAJ/ISI/C.G/ISIOLO/049 /128-KWK	Male	County Government of Isiolo	No	Unresponsive Official Conduct	The Complainant alleged that upon demise of their mother, her brother namely Muninur Elias Muidin was appointed as the administrator of their mother's estate known as Kambi Juu/980. They had paid land rates in respect to the said land to the County Government of Isiolo. That the family consented to selling the said land to Paul Elema and afterwards applied for land transfer at the Ministry of Lands upon the approval of the Lands Board Committee, but the County Department of Land failed to effect the transfer despite the Complainant paying the requisite fee.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
982.	Jamila Sora Galma CAJ/ISI/CG/ISIOLO/049/ 130/2024 - KWK	Female	County Government of Isiolo	No	Unfair Treatment	The Complainant alleged that she was employed in June 2011 by the Respondent and was based at the Department of Health. That she was in charge of the Modogashe Dispensary and Community Health Unit for four years. Due to her outstanding performance and work ethics, she was subsequently appointed Sub-County Community Health Focal Person in June 2015. However, she was unprocedurally removed from her current position while on maternity leave and her efforts to pursue the matter through the internal systems proved futile prompting her to seek assistance from the Commission.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
983.	Ibrahim Chana CAJ/ISI/CG/ISIOLO/049/ 131/2024 - KWK	Male	County Government of Isiolo	No	Oppressive Official Conduct	The complainant alleged that he was employed by the Isiolo County Assembly as a Senior Office Assistant on 19th November 2014 and confirmed on 25th June 2016. That he served in the said position until his retirement on 30th June 2023, but the Board did not remit his National Social Security Fund and the Local Authorities Provident Fund (LAPFUND) statutory deductions for a period of six months. That vide undated letter referenced ISO/CA/111/023 by the Clerk and received by the Fund on 25th October 2023 a request was made to refund the complainant's pension and that the remaining balance of his pension dues was to be paid from the Assembly account. Notwithstanding the undertaking in the said letter, the Board did not remit the outstanding dues to NSSF and LAPFUND.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
984.	Isiolo County Government – Water Department Recruits 2023 CAJ/ISI/CG/ISIOLO/049/132/24-KWK	Group/Organization	County Government of Isiolo	No	Oppressive Official Conduct	The Complainants alleged that they were employed by the Isiolo County Government Public Service Board between the months of February and May 2023. That they served under probationary terms for 6 months without pay and were to be paid in lumpsum after completion of the probationary period and thereafter proceed with monthly salary as usual. That they were not paid their salary arrears and their efforts to follow up with the Isiolo County Public Service Board bore no fruits.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY							
985.	Susan Kambura CAJ/ISI/M.EDU/013/052/ 24 - KWK	Female	Dedan Kimathi University of Technology	No	Oppressive Official Conduct	The Complainant alleged that she was contracted by Dedan Kimathi University of Science and Technology to teach Financial Accounting and Introduction to Accounting in 2015. That she taught the said subjects and even marked exams, but the University failed to pay her Kshs 238,780 in salary arrears. On 27th March 2017, she made a formal follow-up on her payment but she was not paid.	Inquiry Ongoing
986.	Susan Kambura CAJ/DEKUT/013/2661/2 4 – FN	Female	Dedan Kimathi University of Technology	No	Unresponsive Official Conduct	The complainant alleged that the respondent had failed to pay her dues owed to her as a part time lecturer in 2015.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL COUNCIL FOR PERSONS WITH DISABILITY							
987.	Moses Murerwa ISI/HUD/M.GED/018/001 /24-FM	Male	National Council for Persons with Disability	Yes	Delay	The Complainant alleged that he applied for a disability card in March 2024 and was informed that his documents had been sent to Nairobi for processing. However, there was no feedback on the process.	Inquiry Ongoing
DEPARTMENT FOR REFUGEE SERVICES							
988.	Dani Tola CAJ/DRS/062/1535/24-FN	Male	Department of Refugee Services	No	Inefficiency	The complainant alleged inefficiency by the department for Refugee Services that intervened in the facilitation of transfer of his case from Kakuma Refugee Camp to Nairobi. The complainant claimed that he was fully employed in his profession and could not leave his work.	Inquiry Ongoing
989.	Catherina Gbiagihe Sogulugute CAJ/M.IGC/062/1533/24-MD	Female	Department of Refugee Services	No	Delay	The Complainant alleged a delay in the issuance of her renewed refugee ID card despite several follow-up visits at DRS. She requested the Commission to intervene and ensure the issuance of the renewed ID.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF EMBU							
990.	Zainabu Ramadhan Njoka CAJ/CG/EMBU/089/23/2024 -FN	Female	County Government of Embu	No	Unlawful Official Conduct	The complainant alleged that the respondent infringed on her property Plot No. Gaturi/Githimu/2487, and had begun to construct a hall on the road to her property thus blocking access to her land.	Inquiry Ongoing
COUNTY GOVERNMENT OF NAKURU							
991.	Beatrice Kemunto Obwocha CAJ/PO/047/693/24-FN	Female	County Government of Nakuru	No	Unfair Treatment	The complainant alleged that the Nakuru County Government had unfairly withheld her IPPD details, on the pretext that that she had failed to clear with the County. The complainant stated that she previously worked as Communications Director in Nakuru County, and is currently an employee of Nyamira county and without the IPPD data the current employer is unable to place her on the payroll, despite having cleared with Nakuru County.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF MACHAKOS							
992.	Patricia Mutheu CAJ/CG/MKS/067/60/24 – FN	Female	County Government of Machakos	No	Unfair Treatment	The complainant alleged that the respondent had failed/neglected to pay her disability guide allowance in accordance with the Salaries and Remuneration Commission Circular. She was employed in 2015	Inquiry Ongoing
COUNTY GOVERNMENT OF HOMA BAY							
993.	Homa Bay Hotel Ltd CAJ/CG/HOMABAY/102/27/2024	Group/Organization	County Government of Homa Bay	No	Manifest Injustice	The Complainant alleged that the County Government of Homabay encroached on its land and constructed a fish market.	Inquiry Ongoing
994.	Peter Odhiambo Omolo CAJ/CG/H,BAY/102/25/2JMM	Male	County Government of Homa Bay	No	Delay	The complainant alleged that he worked in Ndhiwa Sub County Hospital from 2003-2017 where he was unlawfully dismissed from service vide a letter referenced KW/HB/NCS/TE/2018 dated 19th April 2018. He was never paid his	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						gratuity despite several follow ups with the County Government.	
995.	Evance Gor for Interface Community Help Desk CAJ/KSM/CG/071/12/24-AO	Group/Organization	County Government of Homa Bay	No	Unresponsive Official Conduct	Complainant alleged unresponsiveness on the part of the County Assembly of Homabay following their demand for termination of contract for newly engaged employees.	Inquiry Ongoing
SIOLO COUNTY PUBLIC SERVICE BOARD							
996.	Anonymous CAJ/CG/049/63/24-FN	Unkown	Isiolo County Public Service Board	No	Unlawful Official Conduct	The complainant alleged that the respondent had paid out allowances and per diems unlawfully to county staff and caused maladministration in the promotions and resignation of staff	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COMPETITION AUTHORITY OF KENYA							
997.	Asera Eric Ambuche CAJ/CAK/107/10/24 – FN	Male	Competition Authority of Kenya	No	Unresponsive Official Conduct	The complainant alleged that he had lodged a complaint with the respondent regarding an expired beverage sold at an establishment located in Butere sub county on 5th April 2023 but no action was taken.	Inquiry Ongoing
MUKURIA TECHNICAL TRAINING INSTITUTE							
998.	Caroline Nkatha Mwiti CAJ/MU.TTI/013/2667/24 -FN	Female	Mukuria Technical Training Institute	No	Unfair Treatment	The complainant alleged that she was successful in an interview process for the position of Office Administrator, and was asked by the respondent to work on 19th February 2024, but the offer was however unfairly rescinded on 20th February 2024.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA BROADCASTING CORPORATION							
999.	Jane Opuka & 100 others CAJ/KBC/021/235/24-FN	Female	Kenya Broadcasting Corporation (KBC)	No	Unfair Treatment	A complaint alleging that the Complainants who are retired employees of KBC (retired on diverse dates) had not been paid their pension. They alleged that KBC failed to remit their pension to the Pension Fund Scheme	Inquiry Ongoing
GARISSA WATER AND SEWERAGE COMPANY							
1000.	BASHIR ALI ABDI CAJ/GSA/GAWASCO/09/03/23-AH	Male	Garissa Water and Sewerage Company	No	Manifest Injustice	The complainant alleged that he worked for the water company since 2008 and had since retired. He further alleges that his retirement benefits had not been paid. Additionally, he was involved in a motor bike accident and he was yet to be compensated for the work-related injuries.	Inquiry Ongoing
CHAVAKALI HIGHSCHOOL							
1001.	CAJ CAJ/OM/7/240/24-IK	Group/Organization	Chavakali Highschool	No	Unresponsive Official Conduct	The complainant alleged lack of communication and information	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						following tragic road accident involving the students.	
OFFICE OF THE ATTORNEY GENERAL							
1002.	Meshack Ochieng CAJ/AG/001/2282/23- JMM	Male	Office of the Attorney General	No	Delay	The complainant alleged that on 11th January 2017, they were awarded KShs 7,125,529 in Milimani JR Misc. Application No. 134 of 2017, R V AG & 2 Others. He has been making several follow ups to have the decree settled without any success.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
1003.	Minyoso Mildred CAJ/AG/001/2290/24- JMM	Male	Office of the Attorney General	No	Ineptitude	The complainant alleged that in December 2023, he went to register his marriage at the AG's Office, Kisii. He paid KShs 3,300 and was advised to go back on 28th December 2023. He was again directed to go back on 17th January 2024 where he was informed that he was not supposed to pay KShs 3,300 on 28th December 2023 and was again directed to pay KShs 3,300 which he did. He had been making several follow ups to have a refund without any success.	Inquiry Ongoing
COUNTY GOVERNMENT OF KISII							
1004.	Sarah Nyakara Ogero CAJ/CG/KISII/070/28/23 -JMM	Female	County Government of Kisii	No	Unfair Treatment	The Complainant, who works as an enforcement officer at Kisii County Government, alleged that her salary had not been paid for quite some time	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KISII UNIVERSITY							
1005.	Vincent Koech CAJ/KISII UNIV/013/2662/24-JMM	Male	Kisii University	No	Delay	The Complainant alleged that he was a Lecturer at Kisii University and that he had not been paid his salary for the period between 2017-2019	Inquiry Ongoing
KENYATTA NATIONAL HOSPITAL							
1006.	Kevin Kamau CAJ/PO/047/690/24-JMM	Male	Kenyatta National Hospital	No	Delay	The complainant alleged that when one was admitted at Kenyatta National Hospital, they had to wait for 24 hours to get laboratory results for simple tests like LFTs and IECs whereas the maximum time for the same results for outpatient in the same facility was 2 hours.	Inquiry Ongoing
1007.	Kevin Kamau CAJ/KNH/012/669/24-JMM	Male	Kenyatta National Hospital	No	Discourtesy	The complainant alleged that Dr. Elizabeth attached to the Rheumatology Ward was very rude and did not listen to patients' complaints.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA PRISONS SERVICE							
1008.	Ali Mohamed Wanjala CAJ/PRI/002/175/24- JMM	Male	Kenya Prisons Service	No	Unfair Treatment	The complainant alleged that he was a prisoner serving a maximum sentence at Kamiti Maximum Prison. He had throat and stomach cancer and had persistently raised the issue and requested for medical attention with Kenya Prisons Service without success.	Inquiry Ongoing
1009.	Sheikh Ochieng Okong'o CAJ/KSM/KPS/062/202/ 24-WT	Male	Kenya Prisons Service	No	Unresponsive Official Conduct	Complaint alleging failure by the Kenya Prisons Service to settle his work injury compensation claim that arose after he sustained injuries while at work at Naivasha Annex Prison on 23rd April 2008. His PF No. 2001047380	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
1010.	Joseph Onguso Nyabanga on behalf of Patrick Mbotela Nyabangah HUD/KSI/KPS/062/66/24-WT	Male	Kenya Prisons Service	No	Unresponsive Official Conduct	Complaint alleging failure by the Kenya Prisons Service to settle employment dues for his brother, Patrick Mbotela Nyabangah, PF/78024515 who was employed by the Kenya Prisons Service from the year 1978 until 2001 when he was retrenched after he suffered a mental illness. That despite supplying the requested documents and making follow ups, the benefits have not been paid.	Inquiry Ongoing
1011.	Salim M. Mkungu HUD/KWA/PRI/062/12/24	Male	Kenya Prisons Service	No	Manifest Injustice	The complainant alleged that he is an officer currently at Kwale G.K Prison. On 29th November 2021, he was officially assigned to operate at Kwale Joint Multi-Agency Command Centre. However, on 19th February 2024, he was declared a deserter though he alleged he was operating at the attached station. It's worth noting that in 2023 he received a call from the general office instructing him to come back to his original station without any formal communication.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
LOCAL AUTHORITIES PENSION TRUST (LAPTRUST)							
1012.	Eric Njau CAJ/CPF/000/1592/24-JMM	Male	Local Authorities Pension Fund (LAPTRUST)	No	Inaction	The complainant alleged that he was the son to the late Polly Assumpta Wambui Njau who until her retirement worked at Nairobi City County. The late Polly Assumpta Wambui died on 23rd January 2018 being a pensioner. He followed up with LAPTRUST for the release of the Group Life Policy benefits without success.	Inquiry Ongoing
HUDUMA SECRETARIAT							
1013.	Antony Kahuha CAJ/PO/047/714/24-JMM	Male	Huduma Secretariat	No	Unfair Treatment	The Complainant alleged that her supervisor at Muranga Huduma Centre harassed her without any justification.	Inquiry Ongoing
UNCLAIMED FINANCIAL ASSETS AUTHORITY							
1014.	Dalfine Bahinda Keter CAJ/UFAA/000/1598/24-JMM	Female	Unclaimed Financial Assests Authority (UFAA)	No	Inaction	The complainant alleged that she had been making follow up with UFAA for her funds held by them for policy No. 37004785 since 2016 without success	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
TECHNICAL UNIVERSITY OF KENYA							
1015.	Serah Kainyu Mdege CAJ/TUK/013/2715/24-JMM	Female	Technical University of Kenya	No	Unfair Treatment	The Complainant alleged that she was a lecturer at Technical University of Kenya and that she had not been paid her salary amounting to KShs 927,224.00	Inquiry Ongoing
COUNTY GOVERNMENT OF KAJIADO							
1016.	Dr. Isaac Nkobulu Naikumi CAJ/CG/CAJ/081/32/24-JMM	Group/Organization	County Government of Kajiado	No	Unfair Treatment	The complainant alleged that doctors at Kajiado County were mistreated by the CEC health through arbitrary transfers and demotion without any justifiable course.	Inquiry Ongoing
MULTI MEDIA UNIVERSITY							
1017.	Steve Ondieki CAJ/MMU/013/2729/24-JMM	Male	Multi Media University	No	Unresponsive Official Conduct	The complainant alleged that he was a part time lecturer at Multi Media University and that he had not been paid his dues to a tune of KShs 110,000.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
NATIONAL INDUSTRIAL TRAINING AUTHORITY (NITA)							
1018.	Nita Assessors CAJ/NITA/020/155/24- JMM	Group/Org anization	National Industrial Training Authority (NITA)	No	Delay	The complainants alleged that they were contracted to conduct Trade testing during the month of April, August and December. They were yet to be paid their daily subsistence allowance for December 2023 Trade testing while the home-based care cohort 29 were yet to be paid. They made follow up of the payments without success.	Inquiry Ongoing
MINISTRY FOR COOPERATIVES, AND MICRO, SMALL AND MEDIUM ENTERPRISES							
1019.	Joseph Onyango Omongo CAJ/KSM/CG/KSM/051/ 2024-AO	Male	Ministry of Cooperatives, and Mircro, Small and Medium Enterprises	No	Unresponsive Official Conduct	A complaint alleging fraud, financial and management impropriety at Bandani Youth Empowerment Sacco Society which matter was brought to the attention of the County Director Cooperatives wherein no action was taken.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
ENERGY AND PETROLEUM REGULATORY AUTHORITY							
1020.	Jack Tonny Otieno CAJ/KSM/EPRA/021/68/ 24-AO	Male	Energy and Petroleum Regulatory Authority	No	Unresponsive Official Conduct	Complainant alleged that sometime in the year 2022, there was a power surge at their business premises at Kodiaga Market, Siaya County which incident was reported at Mutumbu Police Station under OB. Number 22/07/2022. That subsequently an investigation was carried out of which they are desirous to receive the report to enable them determine the way forward in their quest for justice.	Inquiry Ongoing
PRIVATE SECURITY REGULATORY AUTHORITY							
1021.	Jackline Achieng Okeyo CAJ/KSM/PSRA/062/201 /24-AO	Female	Private Security Regulatory Authority	No	Administrative Injustice	Complainant alleged that she was verbally requested not to report to work until further notice by her employer. Her efforts to. get a formal communication have not yielded any positive outcome	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
1022.	Issa & Co. Advocates CAJ/M.IGC/062/1532/2 4-MD	Group/Organization	Private Security Regulatory Authority	No	Unresponsive Official Conduct	The Complainant alleged that it made an application on behalf of its client, to be vetted and licensed by the Private Security Regulatory Authority on 25th August 2023 and a year had since lapsed without the authority informing it of the vetting exercise outcome or determination. It sought the Commission's intervention to procure the license.	Inquiry Ongoing
COUNTY GOVERNMENT OF KISUMU							
1023.	Shikamana Self Help Group CAJ/KSM/CG/KSM/051/ 139/24-AO	Group/Organization	County Government of Kisumu	No	Unfair Treatment	Complaint against the Kisumu East Sub County Social Development Officer on allegations of unfair treatment in resolving conflict within the group and unilaterally confiscating the registration certificate.	Inquiry Ongoing
1024.	Yonga Odhiambo Associates CAJ/KSM/CG/KSM/051/ 140/24-AO	Group/Organization	County Government of Kisumu	No	Unresponsive Official Conduct	A complaint alleging failure to be issued with requisite documents to facilitate an appeal following termination of employment.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF BUSIA							
1025.	Assumpta Nekesa Obore CAJ/KSM/CG/BUSIA/05 2//8/24-WT	Female	County Government of Busia	No	Unresponsive Official Conduct	Complainant alleged that the County Government of Busia had failed to pay Kshs. 946,311, being gratuity for one year and unpaid allowances that had accumulated over her period of her contract of employment. That she served as the Chairperson of the Busia County Public Service Board from 17th May 2017 to 17th May 2023.	Inquiry Ongoing
1026.	Busia Water and Sewerage Services staff CAJ/CG/BUSIA/100/17/24-MD	Group/Organization	County Government of Busia	No	Unresponsive Official Conduct	The Complainants alleged that had not received salaries for eleven months and the County Government had failed to remit statutory deductions which jeopardized their financial security. They had complained to the County Assembly and Water Regulatory Board their concerns and the same had not been responded to. They sought to have the matter urgently investigated and their salaries and statutory deductions paid without further delay.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
1027. COUNTY GOVERNMENT OF VIHIGA							
1028.	Zakayo O. Amimo CAJ/KSM/CG/VIHIGA/077/23/24-W	Male	County Government of Vihiga	No	Unresponsive Official Conduct	Complainant alleged that the County Government of Vihiga had failed to take action on hawkers who operate illegal stalls along the road in Ukwala township. That he operates a hardware in Ukwala town that had been made inaccessible by the hawkers. That he brought the matter to the attention of the County Government, but no action was taken.	Inquiry Ongoing
KISUMU WATER AND SEWERAGE COMPANY							
1029.	Jacktone Nyawade CAJ/KSM/M.WAT/009/53/24-WT	Male	Kisumu Water and Sewerage Company	No	Unfair Treatment	Complaint alleging unfair imposition of water bill of 123 cubic metres meter no. 45000000838 at Kenya Re estate in Kisumu County, house no. 12. This is despite the fact that the bill accrued out of a damage to water pipe caused by officers from KIWASCO while undertaking a meter installation on 8th May 2024. This led to leakage of water leading to a huge water bill. That he reported the same to KIWASCO on 13th May 2024, but he was instead advised to settle the whole bill.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF KAKAMEGA							
1030.	Zacharia Ogombo CAJ/KSM/KAK/073/14/2 4-LM	Male	County Government of Kakamega	No	Delay	Complaint on allegation of delay in payment of rent arrears for his storage facility at Calender trading center rented by the County Government of Kakamega for the year 2020/2021 – 2021/2022.	Inquiry Ongoing
NATIONAL CONSTRUCTION AUTHORITY							
1031.	Kisumu Pamoja Housing Cooperative Society Ltd	Group/Organization	National Construction Authority	No	Unresponsive Official Conduct	Complainant wrote to the National Construction Authority (NCA) vide a letter dated 15th February 2024 reporting that there was an illegal construction on their land parcel number 15356 situated in Kibos, Kisumu County. That they were not aware of the illegal contractor and requested NCA to compel the developers to clearly display the construction works on a board as required. Complainant advised to allow the National Construction Authority to handle the matter and revert in the event they are not assisted.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
OLEKEJAUDO HIGH SCHOOL							
1032.	Charles Wanjuki Wahome HUD/KAJIADO/OLE.HSC L/013/253/24-MD	Male	Olekejaudo High School	No	Delay	The Complainant alleged that the Respondent delayed in settling an outstanding bill of Kshs. 180,000.00 on account of computer supplies for the school.	Inquiry Ongoing
KENYA MEAT COMMISSION							
1033.	Sugow Adan Kassim CAJ/KMC/014/428/24-MD	Male	Kenya Meat Commission	No	Unresponsive Official Conduct	The Complainant alleged that he was appointed as acting chief Security Officer on 5th September 2012 and had not received an acting allowance for 4 years he was in that position. He claimed the same from the HR department but they were unresponsive.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
BONDO TECHNICAL TRAINING INSTITUTE							
1034.	Anonymous CAJ/BONDO.TTI/013/26 74/24-MD	Unkown	Bondo Technical Training Institute	No	Administrative Injustice	The Complainant alleged that the Respondent was frustrating government-sponsored students when registering for KNEC examinations. The government has not remitted its fee contribution and the students are required to clear outstanding balances before registering for the examination. The Complainant is apprehensive that the institution will not refund the excess fee paid once the government remits its contribution. The complainant is to supply supporting documents to facilitate the inquiry process.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
POST BANK KENYA							
1035.	Martin Omondi Hongo CAJ/PB/000/1601/24- MD	Male	PostBank Kenya	No	Administrative Injustice	The Complainant alleged that he was employed by Postbank with effect from 1st November 1990 and received a notice of termination of employment dated 2nd May 2023. He appealed to the managing director on 25th May 2023 and the appeal has never been scheduled for hearing and determination. He sought the Commission's intervention for his matter to be heard and determined.	Inquiry Ongoing
CHESAMISI HIGH SCHOOL							
1036.	Barasa Stanley CAJ/M.EDU/013/2736/2 4-MD	Male	Chesamisi High School	No	Administrative Injustice	The Complainant alleged that he was employed on 15th February 2023 on B.O.M terms by Chesamisi High School until 30th May 2024 when his services were abruptly terminated without notice, subjection to any disciplinary proceedings, and advancement of reasonable explanation for termination of service. Further, the school failed to pay his salary arrears for two months. He sought the immediate payment of the	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
						outstanding salary arrears and damages for unlawful termination of employment.	
1037.	Adhiambo Miriam CAJ/M.EDU/013/2737/24-MD	Female	Chesamisi High School	No	Administrative Injustice	The complainant alleged that she was dismissed by the Principal of Chesamisi Boys High School without notice and payment of accrued two months' salary. She sought to be paid the outstanding two months' salary and notice in lieu.	Inquiry Ongoing
KERICHO TEACHERS COLLEGE							
1038.	Benard Ngetich CAJ/KERICHO TTC/013/2735/24-MD	Male	Kericho Teachers College	No	Unfair Treatment	The Complainant, a tutor at Kericho Teachers Training College, alleged that he was replaced as the Netball coach at the National games unfairly despite employing his resources to train the team which culminated in an outstanding performance at the regional level. He sought to be reinstated as the coach and reimbursed the personal funds utilized to boost the performance capacity of the team.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
KENYA RAILWAYS CORPORATION							
1039.	Peter Mwangu Ndung'u HUD/GPO/KRC/004/46/ 24	Male	Kenya Railway Corporation	No	Administrative Injustice	The Complainant alleged that he was a shareholder with Kenya Railways Cooperative Society and he purchased land through them at Nakuru Miti Mingi and offset the purchase price in September 2015. At the time of complaint, they had not issued a title deed. The subject land was sold to a third party. He sought for the commission to intervene and ensure the issuance of the title deed.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
1040.	Naome Taluh John CAJ/HUD/WND/KR/004/3/2024	Female	Kenya Railway Corporation	No	Unresponsive Official Conduct	The complainant alleged that her son, Robert Mahali Kinaro, died in 2005 and before his death he was an employee of Kenya Railways. As his next of kin, she received his lumpsum pension amounting to Kshs 263,127 but was not paid the monthly pension.	Inquiry Ongoing
KENYA PORTS AUTHORITY							
1041.	Phanuel Oloo Ochieng CAJ/MSA/KPA/004/143/2024	Male	Kenya Ports Authority	No	Delay	The complainant alleged that on 3rd October 2018, he wrote a complaint to the KPA regarding refund of his money after his school fees was swindled off by an officer of KPA namely Mr. Mbalanya when he enrolled to undertake a course at Bandari College in 2016 but he was not successful.	Inquiry Ongoing
1042.	Naome Taluh John CAJ/HUD/WND/KPA/004/4/2024	Female	Kenya Ports Authority	No	Unresponsive Official Conduct	That she was married to Mr. Joseph Robert (deceased) who was an employee of Kenya Ports Authority. Upon his demise she received his pension of Kshs 265,320. However, she alleges that for Kshs 5092 per month for 5 years, there is an under payment of Kshs 40,100. She is now seeking the underpayment	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
VOI SECONDARY SCHOOL							
1043.	Charles Mwasi Cherera CAJ/HUD/WND/EDU/01 3/8/2024	Male	Voi Secondary School	No	Inefficiency	The complainant alleged that he paid Kshs 10,000 on 11th January 2024 to Voi Secondary School account for admission. However, the student later opted to go to Dr. Aggrey High School in Wundanyi which was closer to their home. Voi Secondary School refused to refund the money or send it to Dr. Aggrey High School.	Inquiry Ongoing
DR. KRAPH MEMORIAL SCHOOL							
1044.	RLC Services (Rachael Nguzo and Christine Kithi) CAJ/MSA/M.EDU/013/1 78/2024	Group/Organization	Dr. Kraph Memorial School	No	Delay	A complaint against Dr. Krapf Memorial Secondary School for failing to pay for goods supplied between December 2022 and January 2024. That the head teacher had made a promise to pay the entire amount in the beginning of January 2024 but instead terminated the contract which was to end on 30th June 2024 and refused to pay for the goods supplied between December 2022 and September 2023.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
MALINDI WATER AND SANITATION COMPANY							
1045.	Steve Mandela CAJ/MSA/ M.WAT/009/30/2024	Male	Malindi Water and Sanitation Company	No	Manifest Injustice	The complainant alleged unfair water billing practices by Malindi Water and Sewerage Company (MAWASCO) that negatively impacted residents. He alleged inconsistent and excessively lengthy billing cycles up to 54 days which violated rules requiring standard monthly meter readings, significant delays averaging over 20 days between meter reads and billing dates, opaque and inadequate billing details to validate accuracy of charges, and suspicious timing of billing cycle aligned with substantial tariff increases enabling manipulation to overcharge customers.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF KWALE							
1046.	Isaac Rumba Mbui CAJ/MSA/CG.KWA/114 /28/2024	Male	County Government of Kwale	No	Unresponsive Official Conduct	A complaint lodged with the County Executive Committee member in charge of Roads and Public Works vide the letter of 18th March 2024. The complaint regards ongoing construction in Kinango town by an unknown construction company for allegedly flouting construction by-laws.	Inquiry Ongoing
ACCESS TO INFORMATION							
NATIONAL EMPLOYMENT AUTHORITY							
1047.	Metet Anthony CAJ/NEA/017/895/24-SCK	Male	National Employment Authority	No	Access to Information	The complainant alleged that he wrote to the Cabinet Secretary and the Principal Secretary for Labor seeking information on the number of opportunities for employment abroad, but there was no response.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
OFFICE OF THE AUDITOR GENERAL							
1048.	Centre for Litigation on Environment and Governance CAJ/MSA/ATI/OAG/000/4/2024	Group/Organization	Office of the Auditor General	No	Access to Information	An ATI request regarding the recruitment of more staff by the Auditor General contrary to the publicly circulated advertisement.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF MARSABIT							
1049.	Amina Kame CAJ/ISI/ATI/CG/MARSA BIT/077/001/24 - KWK	Female	County Government of Marsabit	No	Access to Information	The Complainant alleged that her daughter Barwaqo Alio sat for KCPE in 2023 at Alhuda primary school and scored 340 marks; that she applied for Marsabit County scholarship fund on behalf of her daughter; that the said scholarship fund awarded students who scored 300 marks and above but her daughter was left out despite attaining over 300 marks; that there was no justification for denying her daughter the scholarship by the county. The Complainant therefore wanted the County to provide her with information as to the criteria used in awarding the bursaries and why her daughter was not awarded.	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
PRIVATE ENTITY							
1050.	Nyari Community Based Organization CAJ/MSA/ATI/PE/040/8/2024 -SAK	Group/Organization	Private Entity	No	Access to Information	An access to information request to the management of Jialin EA Mining Company requesting the following: 1. Environment Impact Assessment Test. 2. A copy of the Prospecting mining license issued to the company 3. Approved employment and training plan for prospective staff of the company.	Inquiry Ongoing
COUNTY GOVERNMENT OF KWALE							
1051.	Human Rights Agenda (HURIA) CAJ/ATI/CG/114/1/24	Group/Organization	County Government of Kwale	No	Access to Information	An access to information request regarding the employment of 5 brothers by the County	Inquiry Ongoing

No.	Name of Complainant and CAJ File Reference Number	Gender	Respondent	PWD	Classification of Complaint	Complainant Received/Investigated	Remedial Action/Status
COUNTY GOVERNMENT OF MOMBASA							
1052.	Centre For Litigation on Environment and Governance CAJ/MSA/ATI/CG/MSA/068/13/2024	Group/Organization	County Government of Mombasa	No	Access to Information	An ATI request regarding illegal grabbing of a section of Nyati Road in Mombasa County	Inquiry Ongoing