

**THE COMMISSION ON
ADMINISTRATIVE JUSTICE**

"Office of The Ombudsman"

**BI-ANNUAL REPORT FOR THE PERIOD
JANUARY - JUNE 2021**

CAJ/63/2021





THE NATIONAL ASSEMBLY
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THE COMMISSION ON ADMINISTRATIVE JUSTICE
"Office of The Ombudsman"



Hata Mnyonge ana Haki

BI-ANNUAL REPORT FOR THE PERIOD JANUARY-JUNE 2021

Prepared for submission 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/63/2021

1. FOREWARD

The Commission on Administrative Justice (CAJ) is a Constitutional entity established under Article 59(4) of the Constitution and the Commission on Administrative Justice Act, 2011. The Commission has a mandate, *inter-alia*, to investigate any conduct in state affairs or any act or omission in public administration in any sphere of Government and complaints of abuse of power, unfair treatment, manifest injustice or unlawful, oppressive, unfair or unresponsive official conduct.

Further, the Commission is the oversight agency of the right to fair administrative action and the right to access to information as provided for by Article 47 of the Constitution, the Fair Administrative Action Act, 2015 and the Access to Information Act, 2016 respectively.

The Commission is required under Article 254 of the Constitution and Section 8 (c) of the Commission on Administrative Justice Act, 2011 to report to the Senate and the National Assembly on the complaints investigated and the remedial action taken thereon. It is pursuant to the foregoing provisions of the law that the Commission compiled this report for forwarding to both the Senate and the National Assembly.

During the period under review, the Commission registered exemplary performance notwithstanding the challenges posed by the Covid-19 pandemic and the anxiety that came with it, while observing the required health protocols. A total of one thousand, one hundred and fifty-eight (1,158) complaints were received, and acted upon guided by the Commission's motto, "***hata myonge ana haki***"

I am profoundly glad in presenting the bi-annual report for the period between January 2021 to June 2021 and wish to thank my fellow Commissioners, the Management and Staff for a job well done. Finally, I reiterate that the war against maladministration within the public sector in both National and County Governments must continue for the benefit of the citizenry.



HON. FLORENCE KAJUJU, MBS
CHAIRPERSON OF THE COMMISSION

2. EXECUTIVE SUMMARY

The Commission draws its mandate from Article 59(4) of the Constitution, the Commission on Administrative Justice Act, 2011, 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 and redress of maladministration in Kenya.

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

Article 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 the 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.

The report highlights the complaints received, the names of 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 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, Complaints Received, Conclusion and Recommendations.



LEONARD NGALUMA, MBS
COMMISSION SECRETARY/CEO

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3. DEFINITION OF TERMS

Definition of terms-: The following are definitions of the service issues -:

- i. **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.
- ii. **Oppressive Official Conduct -:** An act or decision of a public officer that involves the excessive use of power or authority to intimidate or subject someone to cruel, malicious, inhuman, burdensome unjust or unreasonable treatment.
- iii. **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.
- iv. **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.
- v. **Delay-:** The failure by any public entity to act within reasonable time, in keeping with the set standard practices for such a public entity.
- vi. **Abuse of power -:** Misuse of authority by a public officer that negatively impacts others which includes inducing them to commit an improper act.
- vii. **Administrative injustice -:** An act, omission or decision of a public entity that is wrongful or unjust.
- viii. **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.
- ix. **Prejudicial conduct-:** An act or omission in the course of public duty which is biased, harmful and/or causes injury.
- x. **Unfair treatment -:** An act or omission in the conduct of public duty which is not conforming to approved standards of justice, honesty or ethics;
- xi. **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.

4. 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 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, Misbehavior, Unresponsive official conduct and Unlawful Official Conduct.

The Commission did also initiate some complaints *suo moto* where they touched on public interest, substantial policy implications, public administration and administrative justice.

5. COMPLAINTS RECEIVED

During the period, January-June 2021, the Commission received a total of one thousand, one hundred and fifty-eight (**1,158**) complaints (**See appendix 2**). This signifies a slight reduction in the number of complaints received by one hundred

- xii. **Misbehavior-**: A transgression by a public officer of ethical practices in the course of his duties.
- xiii. **Unresponsive official conduct-**: Failure by a public officer without justifiable cause to act or respond to official requests or communication within public administration. It may include inaction.
- xiv. **Unlawful Official Conduct-**: An act or omission by a public officer that is inconsistent with legislation.
- xv. **Maladministration-** Bad, wrong or improper administration or management.

and eighty-three 183. During the period July to December 2020, the Commission received and reported 1,341 complaints. The reduction can be attributed to the ongoing pandemic which affected a number of staffs and members of the public (Complainants), increased public awareness and capacity building in public institutions and separate reporting of Access to Information complaints.

Out of the 1,158 complaints received;

- i. Four hundred and fifty-three **(453)** cases were resolved and the files in respect of the same closed.
- ii. Thirty cases **(30)** were referred to the relevant Institutions which were best suited to deal.
- iii. Six hundred and seventy-five **(675)** cases are ongoing and at different action stages; inquiries, investigations, summons, notice to show cause, ADR and determinations.

Classification Based on Gender:

Out of the 1,158 Complainants, 761 were male, 176 were female, 180 were institutions/organizations and 41 were anonymous.

Unresponsive Public Institutions/Officers:

During the said period, the Commission issued several Inquiries, Summonses and Notices to specific public institutions and officers some of whom have disobeyed the same. (See **appendix 1**, table of unresponsive public institutions/officers.)

6. CONCLUSION AND RECOMMENDATIONS

During the period, 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 the Senate to look into it with proposals to amend

the Commission on Administrative Justice Act to make the Commissions recommendations binding.

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

(a) Unresponsive Public Offices and officers-: Innovative approaches in complaint resolution were adopted such as corporate complaints resolution which was spearheaded by the office of the Chairperson and engagement with public institutions' Complaints Committees which bore positive results.

(b) Inadequate funding-: This affected activities like capacity building to the staff in areas of ADR among other technical and soft skills coupled with reduced ICT infrastructure. This would have a positive effect of increasing customer satisfaction in service delivery. Reduced funding has also negatively impacted on outreach activities hampering establishment of Complaints Management systems within public offices.

(c) Low Staffing Levels-: This continues to affect the capacity in the functional areas hampering service delivery.

APPENDIX 1: REPORT ON UNRESPONSIVE PUBLIC INSTITUTIONS/OFFICERS

No.	Public Institution/Office	Particulars of unresponsiveness	Action required
1.	National Police Service Commission, National Police Service and the Internal Affairs Unit.	<p>Failure by the National Police Service Commission to hear and determine officers' appeals in a timely manner and failure to communicate the outcome of appeals.</p> <p>There is also the lack of nexus between the National Police Service, the National Police Service Commission and the Internal Affairs Unit. These three entities are involved in resolution of officers' issues in one way or another. Lack of clear communication channels and timelines between the three entities affects the turnaround time in complaints resolution.</p>	<p>There should be clear communication channels together with conflict resolution timelines between the three entities which will ensure there are timelines for considering appeals, which should be adhered to.</p> <p>The National Police Service Commission to communicate appeal decisions to the police officers and to CAJ.</p>
2.	Ministry of Lands	<p>There are numerous complaints about failure by Land Registrars to resolve boundary disputes. Many of these claims have remained unresolved for several years because the Land Registration Officers say that they do not have motor vehicles to transport them to the sites.</p> <p>There are also other challenges at the county levels such as staffing challenges as well as lack of financial resources which challenges were forwarded to the Commission on Administrative Justice whilst conducting a systemic investigation into the inefficiency in lands offices in Kenya.</p>	<p>The Ministry to be responsive to the Commission's inquiries. It should also facilitate Land Registries with motor vehicles and related resources to enable them to undertake field visits to resolve boundary disputes</p> <p>In cases where a complaint is raised regarding the conduct of a specific officer, disciplinary action should be taken against the particular officer.</p>
3.	National Land Commission	<p>Failure by the National Land Commission's Ag. Chief Executive Officer Ms. KabaleTacheArero to respond to inquiries and delay in settling claims of compulsorily acquired land parcels.</p>	<p>Timely payments of claims and response to the Commission's inquiries.</p>

4.	Directorate of Criminal Investigations	Inordinate delay in investigating reports made and providing outcome of the same to complainants and/or ODP for prosecution. Failure to respond to CAJ inquiries.	To issue the outcome of investigations in a timely manner and to respond to inquiries from CAJ.
5.	Ministry of Health	Failure by the Principal Secretary, Ministry of Health to respond to the Commission's inquiries and conclusively address complaints. The complaints relate to unpaid benefits of previous employees of the Ministry. The Commission's follow ups with the complaints Committee revealed a challenge with documentation where no proper documents of former employees were kept making it difficult for them to verify the claims.	The Ministry of Health be compelled to settle the benefits of the complainants and respond appropriately on the status.
6.	Kenya Wildlife Services	Inordinate delay in settling claims related to wildlife inflicted injuries, especially in Lamu and Taita Taveta Counties.	Timely payments
7.	Department of Pensions	There are numerous claims of pension benefits which have remained unpaid for years because the Pensions Department is pursuing a system upgrade. The system upgrade has been pending for several years resulting in a long wait for these payments. The Department has been citing need for system re-engineering to facilitate payment of these claims. There are rising concerns of cartels infiltrating the system and contacting pensioners to help them process their pension and other benefits for a fee.	Completion of the system upgrade immediately to facilitate processing of the claims, or an alternative that will resolve the stalemate. Immediate re-engineering of the pension system to cater for all pension claims, so that all pending claims are paid. Enough budgetary provision for payment of pension benefits. Public inquiry/Investigation in to the allegations of corruption.

8.	Office of the Attorney General	Failure to pay decretal sums to decree holders who have exhausted all enforcement remedies available in court including Judicial Review.	To obey court orders and pay decretal sums.
9.	Kenya Power & Lighting Company (KPLC)	<p>There are several complaints about failure by Kenya Power & Lighting Company to compensate owners of land upon which they have erected power lines.</p> <p>The second issue is failure by the Respondent to issue tokens purchased. There are no clear rates on issuance of tokens, that is, a customer gets different amounts of token for the same amount of money.</p>	<p>Kenya Power & Lighting Company should pay compensation to land owners before erecting power lines on their land.</p> <p>Kenya Power & Lighting Company to disclose how it arrives at the cost of token issued to its customers.</p>
10.	Public Service Commission (PSC)	The Public Service Commission takes too long to resolve complaints. Whereas they have eventually resolved some, they do not pay regard to time.	Public Service Commission to be held accountable on their lack of promptitude and long periods of unresponsiveness.
11.	Public Universities	<p>Most complaints against public universities relate to non-payment of salaries for part time lecturers. This leads to the lecturers withholding student marks (the famous Missing Marks issue).</p> <p>Upon inquiry, the universities inform the Commission that they have not received funds from the exchequer.</p> <p>The issue therefore is that most of the public universities insist on upfront payment of fees by students before attending class and subsequent examinations.</p>	Payment of the salary arrears.
12.	County Public Service Boards	There are several claims of irregular and unprocedural	Senate to exercise its oversight

		<p>appointments, delays in settling contractual claims, mistreatment of casual employees, delays in payment of salaries, nepotism and favouritism in employment and awards of tender.</p>	<p>role in totality.</p> <p>The National Cohesion and Integration Commission to address the issues of rampant nepotism and favouritism in employment</p>
13.	Nairobi Metropolitan Services	<p>There are complaints that parking officers of Nairobi Metropolitan Services are falsely feeding motor vehicle number plates into their parking system even when those motor vehicles have not used NMS parking, thereby illegally and unfairly penalising owners of those motor vehicles. Random SMSs are sent to owners of motor vehicles asking them to pay parking charges. The issue has been raised severally without any redress.</p>	<p>This illegal conduct should be stopped and disciplinary action taken against the officers.</p>
14.	Chief Land Registrar Mr. David Nyandoro	<p>Mbuthia Ngujiri HUD/NKR/M.LAN/022/45/19-NK</p> <p>The Complainant alleges delay in processing his title deed for plot no. 34/39 within Thika Municipality. He made the application on 8th April 2019 and the title has not been processed to date.</p> <p>Initiated an inquiry through a letter dated 3rd December 2019 and Reminders dated 5th October 2020, 17th October 2020 and 21st January 2021.</p> <p>Further we issued a Notice to Show Cause under ss.2 & 26 CAJ Act & Regulations 17 & 18. The Notice was served upon the office on 30th April 2021.</p>	<p>Respondent to be declared as an unresponsive public officer who is unfit to hold public office.</p>

15.	<p>Deputy Inspector General, National Police Service Edward Mbugua</p>	<p>Richard Kipkorir Mutai CAJ/ELD/POL/015/133/2020-NK</p> <p>The Complainant alleges that he retired from service on medical ground in 1994. He went to the National Police Service Headquarters to follow up on his dues. That he was advised that his file was missing and/ or misplaced.</p> <p>Initiated an inquiry through a letter dated 17th January 2020 and Reminders dated 6th October 2020, 18th December 2020, and 28th January 2021.</p> <p>Further we issued a notice under s.2 & 26 CAJ Act & Regulation 17 & 18. The Notice was served upon the office on 30th April 2021.</p>	<p>Respondent to be declared as an unresponsive public officer who is unfit to hold public office.</p>
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APPENDIX 2: COMPLAINTS RECEIVED

No	Name of Complainant	Respondent	Classification of Complaint	Complaints Received/Investigated	Remedial Action/Status
1.	Daniel NdaigakKamanja & 2 others CAJ/M.EDU/013/2013/21-EF	Ministry of Education	Delay	Complainants are support staff at Highway Secondary School. They alleged that they had not been paid salaries for 3 months and that they reported the matter to the Principal Secretary State Department for Education and no action had been taken. Inquiry was conducted and matter was resolved by payment of the complainants' salary arrears in full.	Filed closed – complaint resolved.
2.	Edward Kabiru CAJ/KFS/004/489/21-EF	Kenya Ferry Services Ltd	Unfair official conduct	The Complainant alleged that Kenya Ferry Services accepts payment only through MPESA thereby causing a lot of difficulties to people who do not have access to MPESA services. He alleged that he had to spend more than 3 hours at the Likoni Ferry terminus looking for ways to pay for Ferry services because he did not have MPESA. Inquiry was conducted upon which KFS admitted the shortcomings in their payment options and apologized for the inconvenience. They also demonstrated plans to put in place a comprehensive	File closed – complaint resolved by apology and commitment to improve

3.	James Wathuge-EF CAJ/M.ENE/021/525/21-EF	Kenya Power & Lighting Company Ltd	Inefficiency	<p>payment system.</p> <p>The complainant alleged that electricity lines near his home were hanging low and posed a danger to his family and neighbors. The complaint was lodged with Kenya Power and Lighting Company and copied to the Commission. The respondent responded immediately and rectified the problem.</p>	File closed. The Respondent fixed the power lines.
4.	Njoki Maina CAJ/KPLC/021/529/21-EF	Kenya Power and Lighting Company	Delay	<p>The Complainant alleged that the respondent had taken long to refund her money which she had accidentally overpaid. She paid the money on 10th May 2021 and lodged the complaint on 31st May 2021. The money was refunded soon after lodging the complaint.</p>	File closed. The respondent refunded the overpayment.
5.	James Mwangi CAJ/M.ROA/006/174/21-EF	Kenya Urban Roads Authority	Inefficiency	<p>The Complainant alleged that the road within his residential area near Kabete Technical College had been neglected yet other roads in Nairobi County were currently being upgraded. Soon after lodging the complaint the complainant reported that construction works had begun.</p>	File closed. The respondent commenced construction on the said road.
6.	Michael Musyoka Muasa CAJ/M.HEA/012/561/21-FN	Kenyatta National Hospital	Inadmissible	<p>The Complainant alleged that he had been dismissed from employment for an act he did not commit. The complainant</p>	File closed. The complaint is outside mandate.

				<p>was dismissed on the ground that he used his position to access and take away 10 vials of insulin injection. Whereas he admitted possession of the same, he alleged that he was requested by a colleague to help him carry a bag which happened to contain the injections. KNH conducted a hearing and found that the complainant had colluded with his colleague and that his statements were inconsistent thereby lacking credibility. Upon reviewing all the documents provided, it was evident that the dismissal was procedurally sound. The complainant was advised, if unsatisfied, to explore the remedies under the Employment Act by filing a suit in the Employment and Labour Relations Court.</p>	
7.	Paul Muthama & 3 others CAJ/M.WAT/009/286/21- EF	Kenya Water Institute	Unfair official conduct	<p>The Complainants alleged that their employment contracts were unfairly terminated. Upon inquiry, the Commission established that the issues raised purely related to an employer-employee relationship and required remedies under the Employment Act. They were advised to seek further legal</p>	<p>File closed. The complaint is outside mandate</p>

8.	Benard Mulwa Musyoka CAJ/PE/040/2512/21-EF	Office of the Attorney General	Delay	<p>advice and consider filing a suit at the Employment and Labour Relations Court.</p> <p>Complainant alleged maladministration against the Office of the Attorney General. He had lodged a complaint at the Advocates Complaints Commission after his advocate declined to file a suit against Kenya Breweries Ltd. He wanted to sue Kenya Breweries Limited for unfair termination of employment, but when the Advocates noticed that the claim was already time-barred they advised him against it. The complainant's employment was terminated in 1998. The Office of the AG reviewed his complaint and advised that it had not disclosed any professional misconduct and as such the file was closed.</p> <p>The complainant did not disclose a valid allegation of maladministration and the complainant had been advised.</p>	File closed complaint has no merit
9.	Johnstone Kavita Matheka HUD/GPO/P.O/047/40/21- EF	Assistant Chief Kiringoni Yatta Constituency	Abuse of power	<p>Complainant alleged that the Ass. Chief was interfering in his marital issues and supporting his wife and children to sell family property against his wishes.</p>	Filed closed. The complaint has no merit

				Complainant was advised to seek remedies in court because the matter related to division of matrimonial property and the chief had no capacity to determine the issues.	
10.	Philip Mutiso Mutwira CAJ/PE/040/2504/21-EF	Private entity	Outside mandate	Complainant was apprehensive that AAR Insurance Co. would not pay Group Life Insurance benefits to their family following the death of their father. Complainant advised that the matter was not within the Commission's mandate because the insurance company was a private entity.	File closed. The complaint is outside mandate
11.	Shadrack Matendechere CAJ/PE/040/2403/21-EF	ABSA Kenya	Outside mandate	The Complainant alleged that ABSA Kenya has declined to release his late father's shares and dividends. He wants the bank to be compelled to do so. He has been advised that the matter is not within the Commission's mandate.	File closed. The complaint is outside mandate
12.	Members of National Service & Walinzi Sacco CAJ/PE/040/2517/21-EF	Private entity	Out side mandate	Complainants allege that they joined the Sacco and over-time sent their contributions through the check-off system, but whenever they applied for loans or asked for dividends there was no response. They have now discovered that the Sacco office is no longer operational and was closed. The Sacco officials	File closed. The complaint is outside mandate

				cannot be reached. Complainants advised that the matter is not within CAJ's mandate because it is against private entities.	
13.	Haki Za Wanaume International for Laise Wahumu Gathuha and Peter Kamuiru Thuo CAJ/PE/040/2515/21-EF	Private entities (unnamed)	Outside mandate	Complainants allege an attempt by certain people to grab land parcels belonging to them. They are advised that the matter is not within CAJ's mandate because it is against a private entity.	File closed. The complaint is outside mandate
14.	Maingi Musyimi Advocates for Jackson Muthama CAJ/POL/015/3936/21-EF	Base Commander, Kangundo Police Station	Abuse of power	Complainant alleges that the police officer issued him with a police abstract bearing an erroneous date and she has refused to correct it without a bribe. The complaint has been lodged with IPOA. The complainant has been advised that the matter is addressed to an appropriate office and he should follow up with them.	File closed. The matter being investigated by a competent authority
15.	Joshua Adede CAJ/PO/047/463/21-EF	Public officer at LAPSET Corridor Development Authority	Outside mandate	Complainant alleges a plot by his colleague to harm him. He has cited an incident where the colleague introduced a stranger to him at the office, in circumstances which he deems suspicious. He has reported the matter to the police at Central Police Station vide OB 33/25/1/2021 and the Kenya National Commission on Human	File closed. The complaint is outside mandate

				Rights. It also seems that the matter is the subject of inquiry by the Complaints Committee at LAPSET. The matter entails a criminal offense which should be investigated by the police.	
16.	Association of Bouncers of Kenya CAJ/PE/040/2513/21-EF	National Service and Walinzi Sacco Ltd	Outside mandate	Complainants allege that they joined the National Service & Walinzi Sacco and in support of the initiative Mr. Timothy Wanyonyi donated to them Kshs. 500,000/- to enable them start taking loans on a revolving fund. That ever since they joined they have not managed to take loans as anticipated and have no idea about the status of the funds. Whenever they visited the Sacco office to follow up, they did not get any tangible answer. They have now discovered that the Sacco office is no longer operational and was closed. The Sacco officials cannot be reached. The matter is against private entities. They have also been advised to follow up with the Directorate of Criminal Investigation and Sacco Societies Regulatory Authority since they have addressed the complaint to	File closed. The complaint is outside mandate

17.	JosphatTheuri Ngatia HUD/NYERI/M.COOP/025/ 14/21-EF	Magereza Sacco Society Ltd	Outside mandate	Complainant and several others are aggrieved that the management of the Sacco has declined to transfer two Sacco properties which were purchased using their contributions, into a housing co- operative society under their names. They are also aggrieved that they have not received dividends since 1991 yet the properties were purchased using their money. The matter does not fall within the Commission's mandate because it is the subject of pending court proceedings and the Sacco is a private entity. The complainant was advised accordingly.	File closed. The complaint is outside mandate
18.	Eric Njeru Ngari CAJ/PE/040/2529/21-EF	Karanja, Kiarie & Company Advocates	Outside mandate	Complainant alleges that her employer, a law firm, has failed to remit The National Social Security Fund deductions. He wanted them to be compelled to pay. Was advised that the matter is against a private entity and thus out of the Commission's mandate. He was also advised to seek guidance from NSSF on available remedies.	File closed. The complaint is outside mandate
19.	Gemini Stores Ltd CAJ/PPRA/131/16/21-EF	Public Procurement and Regulatory	Ineptitude	Complainant alleges that Nairobi City Water and Sewerage Company is unfairly using the	File closed. The complaint has no merit

		Authority		<p>Kenya National Trading Corporation Ltd to buy soda ash instead of procuring directly using open tendering. The matter has been addressed by the Public Procurement and Regulatory Authority, who have advised on the role of The Kenya National Trading Corporation Ltd in such transactions. The advisory given is satisfactory and as such the complaint is unmerited. Complainant has been advised.</p>	
20.	Mwamru & Co. Advocates for Michael Odera Otom CAJ/M.LAN/022/2149/21-EF	National Land Commission	Maladministration	<p>The complainant alleged wrongful allocation and registration of land which belongs to his family. The complaint had been lodged with the National Land Commission, which is a competent authority. Complainant advised to pursue the complaint with NLC.</p>	<p>Filed closed. The complaint was addressed to the competent authority</p>
21.	Anilkumar Khimji Haria CAJ/JUD/001/2371/21-EF	Soddabri Auctioneers Justice S.M Githinji	Outside mandate	<p>The Complainant alleged that the auctioneers sold his properties without taking inventory and in violation of a stay order of the court. He also alleges that the judge made an irregular decision by which he allowed the auctioneers to get away with the alleged misconduct. The complaints are</p>	<p>Filed closed. The complaint had been lodged with the authority mandated to handle it. Besides, it is outside the commission's</p>

				addressed to the Auctioneers Licensing Board and the Judicial Service Commission respectively. These offices are competent to deal with the matters raised. The auctioneers are private entities and not under the authority of the Commission. The JSC is the body mandated to inquire into the conduct of Judicial Officers.	mandate.
22.	Lucy W. Muhu CAJ/PE/040/2542/21-EF	Private entities	Outside mandate	The Complainant alleged that two law firms which are on record for parties in a suit, were abusing the court process by filing frivolous applications and that they are misleading their clients. The advocates are acting in their private capacity and are not under the authority of the Commission. As such the matter is out of mandate.	Filed closed. The complaint is outside mandate
23.	Fredrick Kahiu Waititu CAJ/M.LAN/022/2161/21-EF	Private entity	Outside mandate	The complainant alleged that two private conspired to irregularly obtain titles over two parcels of land which belonged to his mother. Upon discussion with the complainant, it was noted that the matter has already been investigated by the DCI and a file has been forwarded to the ODP for consideration of charges. The matter is also before the Environment and Land Court.	File closed. The complainant was duly advised

					The complainant was advised that the matter is not within the Commission's mandate because it is against private entities. Further, he was encouraged to follow up with the authorities already seized of the matter.	
24.	James KibuikiKiongo CAJ/JUD/001/2341/21- JMM	Judiciary	Unfairness	The complainant alleged that he has a pending case in Court which has never been resolved. He was advised that the matter is outside the Commission's mandate.	File closed Complaint referred to the Judiciary Ombudsman for resolution.	
25.	Thuranira Mucheke CAJ/M.EDU/013/2026/21- JMM	Teachers Service Commission	Outside Mandate	The complainant alleged that he was interdicted unfairly by the Teachers Service Commission. The matter has an aspect of a criminal element and it is under active investigations by the police. He was advised that the matter is currently being investigated by police and he should wait for the outcome of the said investigation.	File closed. The complainant was duly advised	
26.	Denis OokoAburija CAJ/JUD/001/2355/21- JMM	Judiciary	Outside Mandate	The complainant alleged that he has a matter that was wrongly decided by a court and he never appealed on time. He was advised that pursuant to Section 30 (c) of the CAJ Act, we do not have mandate over matters pending in court and referred to the Judiciary ombudsman.	File closed The complaint is outside mandate.	

27.	Geoffrey Kiragu Kariuki HUD/GPO/013/211/2021- JMM	Ministry Education of	Outside mandate	The complainant alleged that he is a retired employee of Highway Secondary School and that after retirement; the respondent has refused to pay his pension. The matter is pending in court. He was advised that pursuant to Section 30 (c) of the CAJ Act, we do not have mandate over matters which are already in court.	File closed. Matter outside mandate.
28.	Busaidy Mwaura Ngarua CAJ/JUD/001/2356/21- JMM	Judiciary	Injustice	The complainant alleged that they filed a Petition for Probate of Written Will in Nanyuki High Court Succession Cause No. 10 of 2018, in the matter of the Estate of Derek Holmes. Letters of Administration Intestate were issued on 22 nd May 2018 but later revoked. They filed a fresh Petition for letters of administration intestate and paid the requisite fees on 16 th December 2020. To date, the Gazette Notice in respect to the present petition is yet to be published in the Kenya Gazette. We advised the complainant that pursuant to Section 30 (c) of the CAJ Act, we do not have mandate over matters pending in court and referred him to the Judiciary Ombudsman.	File closed. The complaint is outside mandate.

29.	Joseph Njoroge Kimani CAJ/M.LAN/022/2175/21- JMM	Ministry of Lands and Physical Planning	Outside Mandate	The complainant lodged a complaint with Ethics and Anti Corruption Commission alleging rampant corruption at the Lands Registry in Nyahuru. The complainant was advised that the complaint is already addressed to the institution mandread to handle it.	File closed. The complaint is addressed to the office nmandread to handle it.
30.	Shree Gutchi Gujarati CAJ/JUD/001/2362/21- JMM	Judiciary	Outside mandate	The complainant lodged a complaint with Judicial Service Commission alleging that the Directorate of Criminal Investigation/Gigiri Police Station compromised their case which was pending in court.	File closed. The matter to the Judiciary Ombudsman for resolution.
31.	Amol Alex Omamu CAJ/PO/047/466/21-JMM	National Construction Authority	Outside Mandate	The complainant alleged that an officer in National Construction Authority fraudulently obtained money from him. The complainant was advised that it is equally a crime to offer a bribe. The matter was referred this matter to Ethics and Anti-Corruption Commission since it lies within their mandate	File closed. The complaint is outside mandate.
32.	Maina Omoro CAJ/PE/040/2525/21- JMM	Majestic Printing Works Ltd	Outside mandate	The complainant alleged that Majestic Company Limited has declined to settle their dues.	File closed. complaint outside mandate
33.	Runicemwaro CAJ/M.IGC/062/1300/21- JMM	Ministry Of Interior And Coordination Of National Government	Outside Mandate	The complainant alleges that he participated in an auction but he was not awarded the auctioned items.	File closed. matter outside mandate

34.	Winnie Mumalia CAJ/M.FIN/000/1349/21- JMM	Insurance Regulatory Authority	Outside mandate	The complainant alleged that AMACO insurance have declined to settle a decretal amount.	File closed. The complaint is outside mandate.
35.	Washington Wambugu HUD/NYERI/KWS/010/14/2 1-SAK	Kenya Wildlife Service	Outside Mandate	The complainant alleged that he was assaulted by Kenya Wildlife Service officers. He was advised that he reports the matter to the nearest police station since it constitutes a criminal offence.	File closed. The complaint is outside the Commission's mandate.
36.	Nelisiwe Mazibuko CAJ/PE/040/2522/21- JMM	Budget Insurance	Outside Mandate	The complainant alleged that Budget Insurance have declined to settle his claim. The complainant was advised that his matter is outside mandate.	File closed
37.	Paul Wambugu Nyokabi CAJ/PE/040/2520/21- JMM	Daima Merry Go Round	Outside Mandate	The complainant alleged that Daima Merry Go round had fraudulently obtained money from him. The complaint was referred to Ethics and Anti-Corruption Commission since it lies within their mandate.	File Close. Maatteroutsi de manditae
38.	Dianne C Wandia Muthoni CAJ/MROA/006/175/21- JMM	Kenya National Highways Authority	Outside mandate	The complainant alleged that he has a dispute with Kenya National Highways Authority. We advised that he takes the matter to court.	File closed. the complaint is outside mandate
39.	Okech Elijah Omollo CAJ/PO/047/469/21-JMM	Ministry Education of	Outside mandate	The complainant alleged that the principal Ulanda Girls High School is fraudulently awarding tenders to his friends. The matter was referred to the We referred	File closed. Matter outside mandate.

40.	Simon Gitonga Ndiga CAJ/PE/040/2547/21- JMM	Private Entity, China Construction Company Ltd	Outside mandate	this matter to Ethics and Anti-Corruption Commission since it lies within their mandate.	File closed. The complaint is outside the Commission's mandate.
41.	Joseph Barahaja CAJ/M.IGC/062/1301/21- JMM	Ministry of Interior and Coordination of National Government	Outside Mandate	The complainant alleged that he was evicted by his landlord without any notice. The complainant was advised that the matter is outside mandate.	File closed. Matter outside the Commission's mandate.
42.	David Thiongo CAJ/PE/040/2536/21- JMM	Private Entity, Gatono Farmers Co. Ltd	Outside Mandate	The complainant alleged that Gatono Farmers Co. Ltd have declined to allocate him a piece of land despite him being a shareholder.	File closed. The complaint is outside mandate.
43.	Influential Kenya CAJ/M.ICT/023/198/21- JMM	Ministry Of Information, Communications And Telecommunications	Outside Mandate	The complainant a private company alleged that some details were erased from their company website. The complainant was advised that their complaint is outside the Commission's mandate.	File closed.
44.	Joseph Mungai Njoroge CAJ/PE/040/2552/21-JMM	Stephen Kamande Njoroge	Outside mandate	The complainant alleged that his brother, Stephen Kamande Njoroge had trespassed upon his land. The complainant was advised that the matter is outside mandate.	File closed. The complaint is outside the Commission's mandate.
45.	Simon Shijenje Lthali CAJ/JUD/001/2347/21-	The Judiciary	Outside mandate	The complainant alleged that his case was dismissed on the basis	File closed. the

	JMM			that there was not enough evidence. He was advised to lodge an appeal against the decision.	complaint is outside the Commission's mandate
46.	A A Said & Co. Advocates CAJ/DCI/015/3970/21-JMM	Directorate of Criminal Investigations	Outside mandate	The complainant alleged that their clients were never compensated after their land was acquired compulsorily by National Land Commission. The matter is being handled by Directorate of Criminal Investigations	File Closed. The complaint is outside the commission's mandate
47.1	Julius Karisa Masha CAJ/POL/015/392/20-EMN	The National Police Service	Abuse of Office	The complaint is addressed to the respondent and copied to CAJ among other entities. The complainant alleged that some people were abusing using police officers to unleash terror on him so he can let go of land parcel no 386/1/MN/UTANGE. He sought the commission's assistance to evict squatters from that parcel of land	File closed The complainant was advised that his complaint is outside mandate.
48. 49.2	NjageNjamiu CAJ/JUD/001/2327/20	The Judiciary	Unfairness	This complaint is addressed to the Chief Justice and copied to CAJ among other entities. The complainant alleged that there was delay and discrimination in a manner in which his matter Embu High Court civil suit no.870 of 2001 was being handled. The matter still pending in court.	File Closed The complainant was advised that the matter is outside mandate.
50.	Allan Schemekher	The Judiciary	Outside	The complainant alleged	File closed.

	CAJ/JUD/001/2326/20		Mandate	unfairness in the manner in which Ngong CM CRC no. 04 of 2020 was being handled.	The complainant was advised that the matter is outside mandate.
51.	Philip Salim Mbaya CAJ/POL/015/3925/21-EMN	The National Police Service	Unresponsive Official Conduct	The complainant alleged that he had received threats to his person and that he reported the same to Thika Police station. He said that the police failed to take action prompting him to write to the internal affairs unit. The unit forwarded the matter to the Regional Investigations Officer in central and communicated this to the complainant via letter dated 6 th October, 2020. The commission noted that this matter involves criminal investigations and that the same is being undertaken by the Central Regional Investigations Officer.	File Closed. The complainant was advised that the matter is outside mandate.
52.2	Kaiobangi Paralegals CAJ/POL/015/3922/20-JK	The National Police Service	Unresponsive Official Conduct	The complaint is addressed to the Internal Affairs Unit and copied to CAJ. The complainant alleged that one Joseph Gitonganzioka was assaulted by persons known to him and that he lodged a complaint at Joska police station vide OB 6/2020. He	File closed. The complaint was addressed to the office mandated to handle it.

					said that the police had failed to investigate the matter and arrest his assailants.	
53.	Osiemo Ongiri Benard CAJ/M.IMM/003/374/21- EMN	National Registration Bureau	Unclear		The complainant alleged that the respondent had failed to issue him with a national identity card. He did not give any other details on his application and contact address. The Commission was unable to contact the complainant and get his claim supporting details.	File closed. Commission to unable contact complainant
54.	Owaga & Co Advocates CAJ/ M.IMM/062/1265/20- EMN	Ministry of Interior and Coordination of National Government	Delay		This complaint is addressed to the OCS Kamukunji and copied to CAJ among others. The complainant alleged that the OCS Kamukunji had delayed to investigate a matter lodged and demanded that the OCS causes the accused to be charged before a court of law.	File closed. The complainant was advised that the matter is outside mandate.
55.	Christinus Wamalwa CAJ/KPLC/021/480/20- EMN	Kenya Power & Lighting Company	Unresponsive Official Conduct		The complainant alleged that the respondent's officers in its Bungoma offices had disconnected power supply to residents of Namileko area.	File closed. The complaint was assessed upon the commission's intervention.
56.	Kitutu Masaba Forum	Ministry of Interior	Manifest		This complaint is addressed to	File closed.

	CAJ/M,IGC/1275/21-EMN	and Coordination of National Government	Injustice	the Ethics and Anti-Corruption Commission and copied to this Commission. The complainants allege corruption on payment of internally displaced persons in Kisii and Nyamira Counties.	Complaint referred to the Ethics and Anti-Corruption Commission.
57.	Lydia Kimwele & others CAJ/PO/047/456/2021-EMN	Managing Director- Finance Corporation Tourism	Abuse of Power	The complaint is addressed to the Director of Criminal Investigations and copied to this commission among others. The complaint impugns the manner in which criminal investigations are being conducted	File closed The complainant was advised that his complaint is outside the commission mandate.
58.	Absalom Mabachit'oili CAJ/DSS/094/8/20-EMN	State Department for Social Protection	Unfairness	The complainant alleged that he had a matter before the children's officer regarding custody of his two daughters and that he was advised to go to court.	File closed The complainant was advised that Matter is outside the Commission's mandate.

59.	William Oketch Advocate CAJ/ODPP/027/225/20-EMN	Office of the Director of Public Prosecution.	Unresponsive Conduct	The complainant was addressed to the Office of Director of Public Prosecution and copied to this Commission amongst others. The complainant alleged that his client was involved in a road traffic accident a result of which he lost his life. The accident was caused by motor vehicle registration number GKB 007R. The complainant sought for the commission's help to investigate the said accident.	File closed. The complaint was referred to the National Police Service.
60.	Okatch Advocates CAJ/POL/015/3934/21-EMN	The National Police Service	Unlawful Conduct	This complaint was addressed to the Director of Public Prosecution and copied to this commission among others. The complainant alleged that she had been receiving threats and reported the same to the police. He said that the matter was irregularly taken to court for plea taking. This matter is of criminal nature and alive in court.	File closed The complaint is criminal in nature and outside the Commissions mandate. The complainant was thus advised.
61.	Richard AkamaNyambane CAJ/PE/040/2499/21-EMN	Private Entity	Outside mandate	The complainant alleged that he was an employee of ImpresaCostrizion Giuseppe Maitauro Limited and that he got injured at work but that his employer refused to compensate him for the injuries sustained.	File closed. The complainant was advised that the complaint and advised to get an advocate of

						his choice to file a civil suit.
62.	Christine Obiri Nyambati HUD/GPO/M.IGC/062/230 /21-EMN	Ministry of Interior and Coordination of National Government	Abuse Of Power	The complainant alleged that some squatters had settled on her parcel of land and that the chief Nyanjiongo location had refused to evict them. She said that the matter is pending before the chief Magistrate's court in Kisii ELC case NO. 20 of 2018	File closed The complainant was advised that her complaint is outside the Commission's mandate. She was referred to the judiciary ombudsman.	
63.	Teresa A.A. Onyuro CAJ/KRC/004/486/21-EMN	Kenya Railways Corporation	Manifest Injustice	The complainant alleged that she bought her parcel of land from the respondent through an auction but that the respondent had place a caution over the said parcel of land and has been threatening her over the same. The Complainant advised to file explore litigation to solve this issue.	File closed The complaint is outside the commission's mandate	
64.	James Kamau CAJ/M.A.GRI/014/364/21	Agricultural Finance Corporation	Injustice	The complainant alleged that he was dissatisfied with the manner in which the managing director shared the quota awarded to Uganda Millers through a bilateral agreement between the His Excellencies the President of Kenya and that of	File closed The complainant was advised that his complaint is Outside the commission's	

				Uganda.	mandate.
65.	NduniNgomo CAJ/JUD/001/2340/21	The Judiciary	Outside mandate	The complainant alleged that the magistrate in Mwingi CMCC No. 127 of 2003 was biased. He was referred to the Judiciary Ombudsman	The complainant was advised that his matter is outside the Commission's mandate. File closed
66.	Charles K. Alumera CAJ/M.FIN/000/1327/21- EMN	Pensions Department	Outside mandate	The complainant alleged that they are unable to access their deceased father's pension because they were unable to decide who among the deceased's three wife the legitimate beneficiary was.	File closed The complainant was advised a succession in cause in court.
67.	Kingena Farmers Society Co.p CAJ/KFS/010/144/20-EMN	Kenya Service Forest	Outside mandate	The complainant alleged that they bought Land Parcel No 11122 from the respondent but that the respondent later re-allocated it to some other entity. This matter was deliberated upon by the National Land Commission which issued an elaborate determination on 6/2/2015.	File closed The complainant was advised to execute the national Land Commission's determination .
68.	Edwin Wawirewafula CAJ/JUD/001/2338/21	The Judiciary	Outside Mandate	The complainant alleged that Hon. Boniface Wachira a judicial officer in Kapsabet Law Court was biased to him. The complainant was referred to the	File closed

					Judiciary Ombudsman	
69.	Githinji & Associates CAJ/POL/015/3944/20-EMN	Mwangi	Directorate of Criminal Investigations	Delay	The complainant alleged unfairness in Mombasa Judicial Review Division Application No. 14 of 2020. The complainant was advised that the matter is outside the Commission's mandate. The complaint was referred to the judiciary ombudsman	File closed
70.	Stephen Okello CAJU/KPLC/021/481/20-EMN		Kenya Power & Lighting Company	Ineptitude	The complainant alleged that he purchased tokens for Meter Number 54603982213 but that he was unable to load it into his CIU gadget. He contacted the respondent but was not assisted.	Complaint resolved on the Commission's intervention. File closed
71.	Wilson Muchiri CAJ/POL/015/3938/21-EMN		National Police Service	Manifest Injustice	The complainant alleged that his daughter died as a result of a road traffic accident and that he believes that the accident was a cover up. He reported the same to the police and that an inquest was opened which is underway. He said that he has been requesting for the CCTV footage of the accident scene in vain. He also said that the court ordered that the same be availed but it has not happened.	File closed The complainant was advised to await the outcome of the inquest ongoing in court.
72.	The Family of Amoth CAJ/POL/015/3952/21-		National Police Service	Inefficiency	The complainant alleged that they had reported a matter of	File closed The case is closed

	EMN			land grabbing to the respondent but that the respondent had failed to investigate the same. The matter is subject to litigation in Siaya SPMCC No 21 of 2049 Erick Amoth Vs. Cornell Rasanga.	mpainant was advised that the matter is outside the commission's mandate.
73.	Adan Abdi Emoi CAJ/PE/040/2528/21-EMN	Private Entity	Delay	The complainant alleged that he had engaged the services of Eric Gitonga advocate but came to realise that the said advocate had a personal interest in the said property. The referred to advocates Complaints Commission.	File closed
74.	Edna Gesare Nyang'au HUD/GPO/M.EDU/013/213/21-EMN	Egerton University retirement benefits board	Unfairness	The complainant alleged that her deceased husband was an employee of Egerton University but that the respondent had unfairly distributed his benefits amongst his dependants.	File Closed The complainant was advised that the complaint is outside mandate.
75.	Rose Mwijuma CAJ/JUD/001/2361/21-EMN	The Judiciary	Delay	The complainant alleged delay in supply of proceedings in Kibera CM Cr Case no 100 of 2017. The Complaint was referred to the judiciary ombudsman.	File closed
76.	Charles Foundation CAJ/PE/040/2527/21-EMN	Private Entity	Outside Mandate	The complainant alleged that China WU-Hi company had removed a footbridge at	File closed The complainant advised that

					cooperation area in area in Uthiru turning the area to a black spot.	the matter is outside the Commission's mandate.
77.	Githinji Advocates CAJ/POL/015/3944/21-EMN	Mwangi	Directorate of Criminal Investigations.	Delay	The complainant alleged fraudulent activities on land parcel NO. 209/3850 situated along processional way in Nairobi. The land is subject to litigation in Mombasa Judicial review Application NO. 14 of 2020. It was referred to the judiciary ombudsman.	File Closed The was advised that the matter is outside the Commission's mandate.
78.	David Emase CAJ/POL/015/3722/19-EMN		National Police Service	Inhuman Treatment	The complainant alleged that he had been arrested and tortured by the police. He reported the matter to court and the court ordered that the torture allegations be investigated and a report filed in court. The complainant was advised that his complaint was substantially handled by the court	File closed.
79.	Vision Community Project CAJ/PE/040/2539/21-EMN	Private Entity Vision SACCO	Outside Mandate		The complainants alleged that they had held elections and elected new officials but that the Sacco's former officials had refused to hand over and vacate office. The complaint was referred to Sacco Societies Regulatory Authority.	File closed The complainant was advised that the matter outside is outside mandate.

80.	Abdi Sheriff Mohmed CAJ/JUD/001/2372/21- EMN	The Judiciary	Unfairness	The complainant alleged 5ha the Hon. Suqyan Hassan Omar of Nairobi Kadhis Court No. 1 discriminated against him in a divorce cause.	File closed The complainant was advised to file an appeal against the Hon. Kadhis's decision.
81.	Muamala Enterprises CAJ/M.TRA/004/492/21- EMN	Ministry of Transport, Infrastructure, Urban Development and Public Works	Delay	The complainant alleged that they had been contracted to by the respondent to construct a toilet in Naivasha but that the respondent had refused to pay for the works done.	File closed The complainant was advised that the matter is outside mandate.
82.	Stephen Maina Nganga CAJ/KETRACO/021/528/2 1-EMN	Kenya Electricity Transmission Company Limited	Undue delay	The complainant alleged that the respondent had compulsorily acquired his land for the purpose of passage of electricity. He said that the respondent had undervalued his property and failed to compensate him.	File closed The complaint was referred to the National Land Commission.
83.	Nzioki Muthini Advocates CAJ/JUD/001/2393/21- EMN	The judiciary	Inefficiency	The complainant alleged that his client is a litigant in Milimani Divorce Cause NO. 745 of 2017 and that his file keeps on disappearing from the court registry. The complaint was referred to the Judiciary Ombudsman.	File closed The complainant was advised that his matter is outside the Commission's mandate.

				rectified at Muranga lands office have been futile.	landowner to make the complaint.
111.	A.K Mwirigi CAJ/PE/040/2549/21	Private Entity	Outside Mandate	The Complainant alleged that there was rampant corruption in Solution SACCO Ltd. Complaint was addressed to SACCO societies Regulatory Authority and copied to us. He wanted action taken against officials concerned. Advised the matter is outside the Commission's mandate.	File closed The matter is outside the mandate of the Commission
112.	Best Movies Selfhelp Group CAJ/NPS/0153986/2021-MBA	National Police Service	Abuse of Office	The Complainant alleged that police have been harassing video exhibitors in korogocho. The complainant addressed the complaint to the OCS Kariobangi who responded and invited them to his office.	File closed. The Complaint did not raise any issue to be addressed.
113.	StanlausPamba CAJ/M.EDU/013/2112/21	Ministry Of Education	Maladministration	The Complainant alleges that his brother sat for his KCPE at Highway Academy. That the school has refused to release his KCPE certificate for non payment of fees and that he may fail to register for his KCPE if the same is not released.	File closed. Complainant issued with a copy of the certificate.
114.	Sharon Ogara CAJ/JUD/001/2395/21-MBA	Judiciary	Outside Mandate	The Complainant alleges she made a payment for the facilitation of extraction of a decree at Millmani law courts. That the same was not acknowledged.	File closed Complainant referred to the Judiciary ombudsman.

115.	Linda Bett CAJ/M.EDU/013/2122/21- MBA	Kenya Accountants and Secretaries National Examinations Board.	Inefficiency	The Complainant alleged that there was irregularities at the respondent's Busia District Centres for Early Childhood Education examination centres	File closed. The complainant was advised to exhaust the internal Dispute Resolution mechanisms.
116.	Jacob AshionoLusichi CAJ/PE/040/2480/21-SK	Private Entity	Civil Matter	The complainant alleged that a private person known to him was illegally mining gold causing damage to his land. Complainant advised to seek the services of an advocate to enable him pursue civil remedies	File Closed Complainant advised accordingly
117.	David Munyua CAJ/KRA/000/1338/21-SK	Kenya Revenue Authority	Oppressive Conduct	The Complainant alleged oppressive conduct by KRA for claiming exorbitant tax arrears from him as a business owner yet he did not own or operate any business. He further alleged that he lodged the complaint with KRA Call Centre but there was no feedback	File Closed; Commission intervened and complainant's tax obligation was amended and issued with a new Pin Certificate
118.	David Kapchanga CAJ/TSC/013/2075/21-SK	Teachers Service Commission	Delay	The Complainant alleged delay by Teachers Service Commission to update PAYE deducted from her mother's salary from 2015 to 2019 to enable her file returns. His mother was a teacher under TSC No. 250199 who retired in 2019. He sought to be furnished with	File Closed; Commission intervened and TSC updated PAYE and issued P9 Forms for complainant's

				her mother's P9 Forms for 2015 and 2016 to enable her file returns. Commission intervened and TSC updated complainant's mother's PAYE and issued P9 Forms	mother
119.	Francis Nyamora CAJ/TSC/013/2078/21-SK	Teachers Service Commission	Delay	Complainant alleged unfair treatment by Teachers Service Commission for removing a Disability Guide Allowance from his payslip from May 2020. The complainant is a Person Living with Disability as he suffers hearing impairment. Commission inquired with TSC and the allowance was reinstated in his payroll and arrears paid	File Closed; The Commission intervened and the allowance was reinstated in complainant's payroll and arrears paid
120.	Anne E. Wanguigichinga CAJ/POL/015/3980/21-SK	National Service	Delay	A complaint alleging delay by the Police at Bondeni Police Station and DCI Nakuru East to act on a matter reported by the complainant vide OB No.22/10/04/2021 wherein the complainant alleged to have been conned Kshs.40,000 by fraudsters aboard Motor Vehicle KCB 792X on 9 th April 2021	File Closed; Complaint referred to the Internal Affairs Unit for resolution
121.	Dixon Onyango CAJ/M.FIN/035/20/21-SK	Kenya Marine & Fisheries Research Institute	Unfair Treatment	The complainant alleged that he was subjected to unfair labour practices and violation of his right to a fair administrative action by Kenya Marine & Fisheries Research Institute. The particulars were that in	File Closed; Complaint resolved through ADR

November 2017 he was suspended pending investigations contrary to section 66 of the Public Service Commission Act, denial of half-salary on suspension for nine months and denial of right of appeal. We inquired with KMFRI and the parties convened a negotiation meeting where the complaint was resolved.				<p>Complainant alleged failure by the Registrar of Companies to remove directors of the Malili Ranch Ltd for overstaying their tenure. Supporting documents indicated that the matter was subject of Judicial Review proceedings. Complainant advised that his complaint was outside CAJ mandate pursuant to section 30(c) of the Commission on Administrative Justice Act, 2011.</p>	<p>File Closed: The Subject matter pending in court</p>
122. S.K Mbuti CAJ/JUD/001/2365/21-SK	Judiciary	Unresponsive Official Conduct		<p>The Complainant alleged dissatisfaction with a judgment by a Ruiru Senior Principal Magistrate in ELC Case No.71 of 2020. He alleged incompetence by the Magistrate for delivering a ruling, which according to him fell short of the evidence adduced. Complainant had simultaneously lodged the</p>	<p>File Closed: The Complainant was advised to liaise with Judicial Service Commission for resolution of his</p>
123. Patrick Nganga Nyamu CAJ/JUD/001/2369/21-SK	Judiciary	Inefficiency			

124.	Anonymous CAJ/TUM/013/2083/21-SK	Technical University of Mombasa	Corruption	complaint with Judicial Service Commission	complaint
125.	Geoffrey Kamando CAJ/M.ENE/021/510/21-SK	Ministry of Energy	Delay	A complaint alleging delay by Kenya Power to rectify a faulty prepaid meter at the complainant's mother's house. He alleged that he bought tokens vide transaction number OCC36HNCEOQ 2020-03-03 but he could not load into the prepaid meter. Commission intervened and the complainant's prepaid meter was rectified and was able to load tokens	File Closed: The complaint was resolved upon the Commission's intervention.
126.	Joel owino Stephen CAJ/PE/040/2481/21-SK	Private Entity	Land Dispute	A complaint alleging grabbing of the complainant's land title numbers Suna East/Area B/KWA/346, 315 and 347 by private persons known to the complainant. Complainant advised to seek services of an advocate of his choice to enable him pursue civil remedies	Filed Closed: Complainant advised accordingly
127.	Mutitsya&Co. Advocates CAJ/M.IGC/0621/297/21-SK	Ministry of Interior	Delay	Messrs. Mutitsya and Co. Advocates alleged failure by the Ministry of Interior to release a	File Closed: Commission intervened

<p>motor vehicle Registration No.GKA 388N-Nissan Patrol for which their client had successfully bid for and paid a consideration of Kshs.170, 000. They sought to have the location of the vehicle disclosed and the same duly released to their client. Commission intervened and the vehicle was released to the complainant's client</p>				<p>and the vehicle was released to complainant's client</p>
<p>128. Shafiq Hasham CAJ/POL/015/3958/21-SK</p>	<p>National Police Service</p>	<p>Unresponsive Official Conduct</p>	<p>The Complainant alleged that the Directorate of Criminal Investigations (DCI) failed to investigate a matter he reported alleging disappearance of his mother. From the Commission records, the complainant lodged a similar complaint under reference CAJ/POL/015/3290/2017 and upon investigations by the DCI, it was discovered that the complainant's mother had not disappeared but was living with a relative in Nairobi</p>	<p>File Closed</p>
<p>129. Juliet Jebiwott CAJ/HELB/013/2079/21-SK</p>	<p>Higher Education Loans Board</p>	<p>Delay</p>	<p>A complaint alleging delay by the Higher Education Loans Board to disburse an undergraduate loan for the complainant.</p>	<p>File Closed; Commission intervened and a loan of Kshs.35,000 was disbursed to complainant</p>

130.	Estate of the Late Hussein Bibi Sheikh & 2 Others CAJ/PE/040/2486/21-SK	Private Entity	Land Dispute	The Complainant alleged that private persons known to her colluded with some National and Nairobi County Govt. officers to harass and dispossess her of her land LR No.209/3605 IR 9333. Complaint referred to the Ministry of Lands & Physical Planning for resolution	File Closed; Complaint referred to Ministry of Lands & Physical Planning for resolution
131.	Zadock Langat CAJ/CG/KERICHO/128/12/21-SK	County Government of Kericho	Unfair Treatment	The complainant alleged that he was discriminated against in the recruitment of Tourism and Development Officer by Kericho County Service Board. We advised the complainant to appeal the recruitment process to the Public Service Commission pursuant to section 77(2) of County Govts. Act, 2012.	File Closed; Complainant advised accordingly
132.	David Otato CAJ/UNESCO/083/21-SK	Kenya UNESCO Commission	Labour Dispute	The complainant alleged that he was subjected to unfair disciplinary process and subsequently dismissed from employment. Upon perusal of supporting documents, it was noted that the complaint is subject of court proceedings in Nairobi Employment and Labour Court	File Closed as the matter is pending in court; Complainant advised to seek redress in the court
133.	AnnahNyakinda CAJ/POL/015/3937/21-SK	National Police Service	Unresponsive Official Conduct	A complaint alleging delay by Police at Mbita Police Station in acting on a complaints reported by the complainant vide OB Numbers 22/10/4/2020 and	File Closed; complaint referred to Internal Affairs Unit for

134.	Employees of Water Companies in Kiambu County CAJ/M.WAT/009/284/21-SK	Ministry of Water & Irrigation	Abuse of Power	9/15/6/2020	resolution File Closed; complaint referred to Water Services Regulatory Board for resolution
135.	Cisily Wanjiku CAJ/PO/047/476/21-SK	Public Officer	Unfair Treatment	The Complainants alleged unfair Treatment by the Mwea Irrigation Scheme Manager in connection to Rice Holding No.2320 (B) at Mwea Irrigation Scheme. They alleged that the Mwea Advisory Committee was biased in determining disputed ownership of the plot whereby the Committee granted one extra acre of their share to their step mother under unclear circumstances.	File Closed; Complaint referred to National Irrigation Authority for Resolution
136.	Ndoria Anson CAJ/M.WAT/009/285/21	Nairobi City Water & Sewerage Company	Unfair Treatment	A complaint alleging unfair treatment of the company by Nairobi Water Company for cutting water supply to his premises under Meter Account No.5006624 in Githurai 44 since January 2021. He alleged that only his premises were not supplied with water as his neighbors enjoyed uninterrupted	File Closed; the complaint was resolved by the Commission's intervention.

					water supply.	
137.	Douglas Muddida CAJ/CG/KAG/053/20/21-SK	County Government of Kakamega	Unfair Treatment	The Complainant alleged unfair Termination of employment by the County Government of Kakamega and further claimed unpaid salary arrears for 7 months and damages for wrongful termination. Complainant advised to appeal to the Public Service Commission pursuant to section 77(2) of County Government Act 2012	File Closed: Complainant advised to appeal to Public Service Commission	
138.	Khalid Salim & Co. CAJ/M.LAN/022/2112/21-SK	Ministry of Lands & Physical Planning	Abuse of Power	A complaint alleging abuse of power by the Land Registrar Kilifi for involvement in fraudulent land transactions wherein the complainant was conned into buying non-existent lands. Matter closed at the Headquarter as there is a similar active file in CAJ Mombasa Branch	File Closed: There is a similar active file at the Commission's Mombasa Branch	
139.	David Mainakanyungu CAJ/ACC/001/2381/21-SK	Advocates' Complaints Commission	Professional Misconduct	The Complainant alleged professional misconduct by the firm of MuriukiNgunjiri Advocates for failing to transmit money awarded by court in Eldoret SRMCC No. 1456 of 2004 as compensation for personal injuries sustained in a road accident along the Nakuru-Eldoret Highway in 2002.	File Closed: The Complainant was referred to Advocates Complaints Commission for Resolution	
140.	John Nyamwaya CAJ/POL/015/3956/21-SK	National Police Service	Delay	The Complainant alleged unresponsiveness by Police at	File Closed: Complaint	

					Gachuba Police Station in Keroka-Kisii County for failing to record a statement from a key eye witness in an assault matter reported under OB Number 06/17/04/2020.	referred to Internal Affairs Unit for Resolution
141.	Francis OmugaNyakundi CAJ/PSC/015/3965/21-SK	National Police Service	Police	Delay	A complaint alleging delay by the Police at Spring Valley Police Station to act on a matter reported by the complainant vide OB No.28/10/3/2021 against his employer for failure to pay him Kshs.22,000 for services rendered.	File Closed; Complaint referred to Internal Affairs Unit for resolution
142.	Anonymous CAJ/CG/NRB/060/319/21-SK	County Government Nairobi	Government of Nairobi	Abuse of Power	A complaint alleging abuse of power, conflict of interest, embezzlement of funds, bribery, fraud and unexplained assets by members of Nairobi County public Service Board. Complaint referred to the Ethics and Anti-Corruption Commission for resolution	File Closed: the Complainant Referred to EACC for Resolution
143.	Simon Maroko CAJ/NPS/015/3992/21-SK	National Police Service	Police	Delay	An allegation that Police at Buruburu Police Station delayed acting on a complaint of assault reported by the complainant vide OB Number 75/05/08/2020.	File Closed; The Complaint referred to Internal Affairs Unit for resolution
144.	David MadanjiNgusare CAJ/M.LAB/017/48/2021-	Uasin Gishu County	Uasin Gishu County	Unresponsive	The Complainant alleged that Uasin Gishu County	File closed The matter is in

	NK	Occupational safety & Health Office		Occupational Safety & Health Office failed to resolve a complaint against Rajply wood Ltd regarding non-payment of his work injury benefits claim.	court hence outside the Commission's mandate.
145.	John Gilbert Chebet CAJ/ELD/013/70/2021-NK	University of Nairobi	Delay	The Complainant alleged that the University of Nairobi failed to clear him to enable him graduate from the university despite clearing all the course work.	File closed under regulation 12(2) CAJ Regulations.
146.	Hillary Kirwa Choge CAJ/ELD/013/71/2021-NK	Turkana University College	Unfair treatment	The Complainant alleged that Turkana university college failed to allow him to report on duty despite having being recruited successfully and issued with an appointment letter. Further, the Complainant alleged that the University advised him to reapply again.	file closed Complaint successfully resolved and.
147.	Siliah Kiprono Tarus CAJ/ELD/M:igc/062/97/20 21-NK	Ministry of Interior and Coordination of National Government	Abuse of Power	Complainant alleged that the Area Chief Kapkatete location within Nandi county allocated Judith Rotich his parcel of land irregularly. Further, the complainant alleged that he inherited the said parcel of land from his late father.	Filed closed since the Complaint was resolved.
148.	Moses Mutamamakokha CAJ/ ELD/PE/040/111/2021-NK	Private Entity	Family Dispute	Complainant alleged that his wife wanted to relocate to Qatar without the children.	Filed closed since the complaint is inadmissible and the

149.	Mike Kiprono CAJ/ELD/JUD/001/127/20 21-NK	Office of Director of Public Prosecution	Unfair treatment	A complaint alleging that the complainant was not satisfied with the decision of the office of Director of Public Prosecution on a complaint he made regarding his motor bicycle which was stolen.	complainant advised. File closed The complainant advised accordingly.
150.	Bernard Amugune CAJ/ELD/POL/015/147/20 2-NK	National Police Service	Inaction	A complaint alleging that police officers from Matunda police station failed to investigate a complaint lodged by the complainants regarding his wife who wanted to sale their family land.	File closed and the complainant advised accordingly.
151.	Kenneth Oieno Ocholla CAJ/ELD/POL/015/148/21- NK	National Police Service	Inaction	A complaint by Kenneth Oieno Ocholla alleging that Police officers from Central police station failed to investigate an incident the complainant reported vide OB no. 62/17/3/21.	file closed Complaint Successfully resolved and.
152.	Beatrice Nyongesa Wanyama CAJ/ELD/PE/040/114/2021 -NK	Judiciary	Outside mandate	A complaint by Beatrice Nyongesa Wanyama alleging that the Complainant husband filed for a divorce and the court failed to issue an order that the husband name be removed from her National Identity card.	File closed The complaint is inadmissible and the complainant advised accordingly.
153.	Tom Wanyonyi CAJ/ELD/M.HEA/012/18/2 1-NK	Moi Teaching & Referral Hospital	Unfair treatment	A complaint by Tom Wanyoyi alleging that Moi Teaching & Referral hospital failed to release the complainant's daughter	File Closed The Complaint was successfully

154.	Barak Mwita CAJ/ELD/JUD/001/129/21-NK	Judiciary	Delay	despite the commitment to settle the hospital bill through NHIF.	resolved and the.
155.	Roselyne Mulovi Tiema CAJ/ELD/M.MED/012/19/21-NK	Ministry of Health	Unfair treatment	A complaint by Barak Mwita, a prisoner at the Eldoret Main Prison, alleging that the High Court in Kitale delayed in hearing and determining his Criminal case being Appeal No. 108 of 2019 at Kitale High Court.	File Closed. The Complaint was successfully resolved.
156.	Phiby/njira Mukwanga CAJ/ELD/PE/040/116/21-NK	Private Entity	Professional Misconduct	A complaint by Roselyne Tiema alleging that the Ministry of health failed to include his 12 years of service when he served on contract to her pension.	File closed and the complainant advised accordingly.
157.	Caroline Nasimiyu Masiko CAJ/ELD/M.MED/021/20/21-NK	Ministry of Health	Unfair treatment	A complaint by Phiby/njira Mukwanga alleging that Rioba Omboto and Company advocates failed to represent her in a matter against Risper Lugano.	Filed closed since the complaint is inadmissible and complainant advised accordingly.
158.	David Kipngetch Ronoh CAJ/ ELD/ PE/ 040/115/21-NK	Private Entity	Civil Dispute	A complaint by Caroline Nasimiyu alleging that the Ministry of health failed to include 3 years of services in his pension when she was on contract.	File closed and the complainant advised accordingly.
				A complaint by David Kipngetch Ronoh alleging that his employer failed to pay his salary of Ksh 30,000 as they had	File closed since the complaint is inadmissible.

159.	Evans Kagwemba Gikonyo HUD/NK/CG/NAKURU/063 /4/21-NK	Naivasha Water and Sanitation Company	Delay	agreed. A complaint by Evans Gikonyo alleging that Naivasha Water and Sanitation company failed to honor its contractual obligation to pay a balance of the contractual sum Kshs 161400 upon competition of the project.	File closed since the complaint is inadmissible and the Complainant advised accordingly.
160.	Zakaria Arodi CAJ/ELD/PE/040/118/21-NK	Private Entity	Civil dispute	A complaint by Zakaria Arodi alleging his employer, Lesera Millers, stopped his salary in 2008. That the employer also failed to allocate the complainant a piece of land that he promised.	File closed since the complaint is inadmissible and the Complainant advised accordingly.
161.	Elizabeth Jeptoo CAJ/ELD/PE/O40/119/21-NK	Private entity	Professional misconduct	A complaint by Elizabeth Jeptoo alleging failure by the firm of Mogire Nyameyaco. Advocates to remit the money awarded to her by the court.	File closed since the complaint is inadmissible and the Complainant advised accordingly.
162.	Christopher Ngare Moruri CAJ/ELD/M.IGC/062/104/21NK	Ministry of Interior and Coordination of National Government.	Criminal case	A complaint by Christopher Ngare Moruri alleging that the Assistant chief Bigege Sub-location broke into his house without following due process.	File closed since the complaint is inadmissible and the Complainant advised accordingly.
163.	Ian Solano	Private Entity	Unfair	A complaint by Ian Salano	File closed The

	CAJ/PE/040/110/2021-NK		treatment	alleging that the head teacher Umjoja secondary school failed to issue him with his results slip due to school fees arrears.	complaint is inadmissible and the Complainant advised accordingly.
164.	Moses Yego CAJ/ ELD/M.IGC/062/95/2021	Ministry of Interior & Coordination of National Government	Unresponsiveness	Complainant alleges that the area chief Kapropita location in Baringo county failed to issue a letter requested by the registrar of lands regarding parcel no. Baringo/Kapropita/91.	Filed closed since the Complainant was resolved.
165.	Stanley Mutegi CAJ/OM/7/139/2019-H.O	National Police Service	Manifest Injustice	The complainant alleged that he reported a case of Hit and run but that the police had failed to investigate the same.	File closed. The complaint was resolved on the Commission's intervention.
166.	University of Nairobi Students Association (UNSA) CAJ/UON/013/2033/21-H.O	University of Nairobi	Administrative Injustice	The complainants alleged breach of due process in the receipt of nominations for candidates for the position of Dean, University of Nairobi Law School. It was alleged that a candidate who had not submitted her nomination within the required timelines had been 'sneaked' into the list of nominees.	File closed by the commission via determination
167.	CAJ for Citizens CAJ/OM/7/135/19-H.O	Kenya Urban Roads Board	Delay	The complainants alleged delayed constructions works on Likoni Road.	File closed The respondent responded to the Commission's

inquiry and comprehensively responded on cause of delay. They undertook to expedite works within given timelines.				
File closed The respondent responded to the Commission's inquiry and comprehensively responded that the terminal dues alleged to have delayed were in fact paid in March 2004.	The Complainant alleged delay in payment of his terminal dues.	Kenya Railways Corporation	Patrick Etole CAJ/OM/7/153/2021 - H.O	168.
File closed. The respondent responded to the Commission's inquiry and comprehensively responded	The complainant alleged delay in payment of pension dues by Kenya Railways Corporation Ltd after regular payments were halted without explanation.	Kenya Railways Corporation	Patrick Muli CAJ/OM/7/159/19-H.O	169.

						that the pension payouts had not been stopped but that the Pension Fund had experienced financial constraints and paused payments.
170.	Steve Biko CAJ/OM/7/181/2021-H.O	Kenya Service	Prisons	Oppressive Official Conduct	The Complaint alleged physical torture of an inmate at Kibos Prison meted out by prison officers.	File closed The respondent responded to the Commission's inquiry and comprehensively responded on the inmate's medical report.
171.	CAJ for Persons Living with HIV CAJ/OM/7/177/2021-H.O	Kenya Medical Supplies Authority	Medical	Inefficiency	Complaint of alleged shortage of crucial HIV/AIDS drugs, among them Cotrimoxazole, commonly sold as Septin.	File closed after the Commission raised an inquiry into the matter with the respondent

					who substantively resolved it.
172.	CAJ for Eastleigh Residents CAJ/OM/7/179/2021-H.O	Nairobi Metropolitan Services (NMS)	Inefficiency	A Complaint alleged uncollected heaps of garbage piling up on the streets of Eastleigh.	File closed. The Commission inquired on the complaint to NMS. The respondent dispatched trucks which carted away 15 tonnes of garbage.
173.	CAJ for University Students CAJ/OM/7/187/2021-H.O	Higher Education Loans Board (HELB)	Delay	Complaint of alleged delayed Higher Education Loans Board loan disbursements for the year 2020/21.	File closed The Commission initiated an inquiry which was responded to by the respondent stating that the delay had been remedied and funds disbursed.
174.	CAJ for Victims of Sexual and Gender Based Violence (SGBV)	Kenya National Police Service	Delay	A Complaint alleging inordinate delays in medical examination required before the P3 form is issued at Nairobi Area Police	File closed The Commission initiated an inquiry which

	CAJ/OM/7/183/2021-H.O			Station.	was responded to by the respondent indicating a proposed redress, including recruitment and training of more doctors as cadet police officers to address the root cause of the delay.
175. 1	CAJ for Public Officer CAJ/OM/7/178/2020-HO	Cabinet Secretary, Ministry of Education	Discourtes y	A complaint of alleged use of demeaning language against the person of a County Director of Education in Uasin Gishu by the Cabinet Secretary.	File closed. The matter is being handled by the Ethics and Anti-Corruption Commission.
176. 2	CAJ for Migori Muslim Community CAJ/OM/7/176/2020-HO	National Registration Bureau	Delay	Complaint of alleged discrimination and delay in applications for national identification cards for the Migori Muslim Community.	File closed The Commission successfully inquired and the respondent satisfactorily responded stating that the nature of

177.	Abdirahman Osman CAJ/ISL/M.IGC/062/041/2 1 -KWK	Ministry of Interior and Coordination of National Government	Abuse of Power	A complaint alleging abuse of powers by various Chiefs within Merfi Sub-County namely; i) AbkulaGodana- Chief Merfi, North Location ii) Kura Mohamed Adano- Chief, Merfi South Location iii) Ibrahim Kiti- Chief, Mata Araba Location iv) Abdullahi Bidu Shana- Chief, Korbasa Location v) Abdi GuyoKarayu-Chief, Malka Location vi) Mohamed Abkula- Chief, Duma Location who have openly advocating for establishment of community conservancies by a private company Northern Rangeland Trustland(NRT) in the unregistered community land in Merfi-Sub county; this is despite the fact that the community land is yet to be registered as per the provisions of the Community Land Act.	vetting for border counties, makes the process longer. File Closed. Matter referred to the office of the County Commissioner.
178.	Abdirahman Osman CAJ/ISL/M.IGC/062/041/2	The National Land Commission	Abuse of office	The Complainant alleged that the Northern Rangeland Trust, a	File closed. Matter

	1 -KWK			private company, has been pushing for establishment conservancies in the Cherab Ward of Merri-Sub County; that the said company is working in cahoots with the area Chiefs and a few community elders and that they have established conservancy boards contrary to the provision of Section 29 of the Community Land Act.	referred to the National Land Commission.
179.	Abdullahi Abdirahman CAJ/ISL/P. E/040/169/21 - KWK	Private Entity	Outside mandate	The Complainant alleged that the firm of Baithambu & Co. Advocates practicing in Meru has failed to act on his matter despite paying for his services; that the instruction to the advocate was to appeal against the judgment of the High Court sitting at Marsabit Misc. Civil Application No. 02 of 2017.	File Closed The matter is outside the Commission's mandate.
180.	AshirafAkiru CAJ/ISL/M.LAN/022/057/2 1-KWK	The National Land Commission	Land dispute	The Complainant alleged that he is a resident of Kambiyajuu of Waso West Sub-location and that they currently embroiled in land dispute with the said Mr. Abdikarim. According to the Complainant, the said Mr. Abdikarim has tried on several occasions tried to develop the Complainant's plot (particulars not given) and that the neighbours in the area would chase him every time he went to	File closed. The matter is outside the Commission's mandate. The same was referred to the Isiolo County Alternative Dispute Resolution Committee headed by

181.	Bernard Kaiyong Thirinja ISL/HUD/M.HHA/002/1/21- KWK	The Kenya Prison Service	Unfairness	<p>the disputed land.</p> <p>The complainant alleged that the Respondent herein dismissed him from service on account of poor performance; he challenged the dismissal through the office of Commissioner General of Prison and then appeal to the Public Service Commission. Subsequently on both occasions, his appeal was dismissed</p>	<p>the National Land Commission, Isiolo County office.</p> <p>File closed. The matter is outside mandate. The complainant advised to contact an advocate of his choice and pursue the matter on his behalf through judicial process.</p>
182.	Cherab Community CAJ/ISL/M.IGC/062/042/2 1 -KWK	The Ministry of Interior and Coordination of National Government	Abuse of office	<p>The Complainants alleged that the Deputy County Commissioner (DCC) Merti- Sub County, is meddling in the issue of unregistered community land even though his office lacks mandate. Further, the Complainants contend that they are greatly aggrieved by the unilateral decision of the said officer to hold a mediation meeting between the Community and officials of Northern Rangeland</p>	<p>File closed. The matter was referred to the office of the County Commissioner.</p>

183.	Halima Jarso CAJ/ISL/POL/015/153/21-KWK	The National Police Service Commission	Delay	Trust (NRT). The Complainant alleges that her husband, Mr Ibrahim Mohamed, joined the Police Force in 1991 until 2007 when he was unfairly dismissed from service. The dismissal was based on orderly proceedings instituted against him wherein it was alleged that he gave conflicting and false information regarding loss of his firearm, a Taurus Pistol S/No.SG47927. Consequently, he was convicted and dismissed from service with loss of all benefits. Mr. Ibrahim Mohamed appealed against the decision on 25 th July 2010 but to date, he has never been issued with the outcome of his appeal.	File closed. The complaint referred to the National Police Service Commission.
184.	Sarah Mohamud CAJ/ISL/CG/ISILOLO/049/11/21-KWK	Public officers	Abuse of office	The Complainant alleged that Mr. Ibrahim Jirma an employee of the County currently attached to the County's Alternative Dispute Resolution Committee (ADRC) on Land disputes and Mr. Ture Tepo, a land administrator in the Department of Land at the County abused their powers to interfere in the land dispute between her and Mr. Wako Olio the defendant in the matter; that Mr. Jirma	File closed on account of sufficient response from the Respondents.

185.	Sophia Hassan CAJ/ISL/POL/015/157/21 - KWK	The National Police Service	Inaction	<p>deliberately destroyed important particulars in the Complainant's file which resulted in (ADRC) to make unfavorable finding against the Complainant; she consequently lost her land to the said Mr. Olo, and that Mr. Ture Tepo unlawfully issued land rents to the defendant notwithstanding the fact he was aware that the said land dispute was before Isiolo Law Courts then.</p> <p>The Complainant alleged that she was insulted by a person known to her namely Ms. SalimaKigo. She reported the matter to the Isiolo Police station vide OB Number 64/20/7/20 but the police failed to take any action.</p>	<p>File closed. The Complainant informed the Commission that the matter was acted upon by the Police.</p>
186.	Saadia Halake & 2 Others CAJ/ISL/POL/015/152/21 - KWK	The National Police Service	Delay	<p>The Complainants alleged that the Officer in Charge Crime office; Isiolo Police Station refused to arrest and charge Ms. LokhoDulacha, Mr. Noor KalichaBoru and Mr. GalgatoDuba despite receiving directions from the Office of Director of Public Prosecution</p>	<p>File closed. The Respondent substantively responded to the Commission's inquiry.</p>

				<p>(ODPP), Isiolo office; that the decision to arrest and charge the said individuals was premised on an assault case reported at the Isiolo Police Station vide OB 70/15/6/2020 on 15th June 2020 by the Complainants but the police have failed or neglected to investigate the matter nor cooperate with the direction of the Office of Director of Public Prosecution Isiolo.</p>	
187.	<p>Michael Lengolai and Juma Mohamed CAJ/ISL/JUD/001/052/2021-KWK</p>	The Judiciary	Delay	<p>The Complainants who are inmates currently incarcerated in Isiolo Prison allege that their cases have been adjourned several times thus occasioning inordinate delay in hearing and determination of their Criminal Cases. Their particulars are as follows: Juma Mohamed vs Republic- Criminal Case No. 128 of 2019; and Michael Lengolai Vs Republic- Criminal Case No. 110 of 2020 all before Isiolo Law Courts.</p>	<p>File closed. The respondent sufficiently responded to the Commission's inquiry.</p>
188.	<p>Lena Gatwiri CAJ/ISL/M.IGC/062/038/2021-KWK</p>	National Registration Bureau	Delay	<p>The Complainant alleged inordinate delay in issuance of the National Registration card (ID). She states that she applied for ID on 17th September 2020 and availed all the requisite documents in support of her</p>	<p>File closed. Matter resolved successfully upon intervention by the</p>

189.	Ibrahim A. Wako CAJ/ISL/ATI/CG/ISIOLO/0 49/2/21-KWK	The County Assembly of Isiolo	Access to informatio n	application but she is yet to receive her ID. The Complainant addressed the instant matter to the Respondent and copied us wherein he sought to be furnished with information on Supplementary Budget for the year 2020-2021 by County Assembly of Isiolo	Commission. The Commission wrote a follow up letter wherein the Respondent was advised to avail the information request in accordance with the timelines provided in the Access to Information Act.
190.	Joseph KirimiThuranira CAJ/ISL/M.LAN/022/056/2 021 -KWK	Ministry of Lands and Physical Planning	Unfair official conduct	The Complainant alleged that he is one of the plot beneficiaries of AthiruRuujineNdoleli Adjudication Section . He was allocated 5.90 acres and the same is known as plot number 23 . A lady by the name Ciambaka Doris has laid claim on the said land; that the dispute formed the subject matter of cases namely No.866/06 and A/B 234/09 between him and the said Ms. Ciambaka before the Land Adjudication and Settlement Arbitration Board. On	File closed. Matter was successfully resolved upon the Commission's intervention.

191.	Jecinta Waithegeni Wambuigu CAJ/ISI/P. E/040/167/21-KWK	Private Entity	Delay	<p>both occasion the matter was determined in his favour. He states that on 2nd August 2011 vide Objection Case No.312, the Land adjudication officer ruled that the said Plot Number 2393 to be equally divided between the Complainant and the Ms. Ciambaka. He subsequently lodged an appeal but despite the same the Land Registrar, Maua allocated the said land to the son of Ms. Ciambaka without the consent and knowledge of the Complainant.</p> <p>The Complainant alleged that Mr. Kiproitch Kiget (P.105/4965/03) an advocate practicing in Nanyuki has failed to act on her matter despite paying for his services. She states she that vide ELR Cause No.55 of 2017 sitting at Nyeri judgement was entered in her favour against her former employer Everest Enterprises Limited for unfair termination of services; that her efforts to get the said advocate to execute the judgement proved futile.</p>	<p>File closed. Matter referred to the Advocates Complaint Commission which is better suited to handle the matter.</p>
192.	KabaleRobak & 4 others CAJ/ISI/CG/ISIOLO/049/12/21-KWK	County Government of Isiolo	Unfair official conduct	<p>The Complainants alleged that they were successfully recruited for the position of Public Health</p>	<p>File closed. Complainants advised to</p>

193.	Abdi Abdullahi Sora CAJ/ISL/ATI/M.PLAN/008/ 001/21 - KWK	The NG-CDF Isiolo South	Access to information	<p>Assistant III. They duly reported to work and immediately started discharging their duties effectively. However, six months into the service, the Respondent did not pay their salaries. On pursuing the matter, the County Public Service Board demanded that they must be registered and license with the Public Health Officers and Technicians' Council of Kenya despite the fact during the interview and appointment, this was never requested.</p> <p>The Complainant alleges that he was among those who were supposed to be reallocated to alternative land when the National government compulsory acquired land for construction of the Isiolo International Airport in 2005. That while his village mates have been relocated successfully, he has never been relocated to date.</p>	<p>seek alternative dispute resolution with mechanism since their matter of employment as public health assistants in the very instance was marred with an illegality.</p> <p>File closed. The Complainant addresses on the intervention of the Commission.</p>
194.	Nassib Said Mwamchita CAJ/IEBC/026/220/21-FN	The Independent Electoral and Boundaries Commission	Unfair treatment	<p>A complaint regarding the recruitment process for the post of Presiding Officer and Ward Based educator for Msambweni Sub-County in 2020. There are allegations of abuse of power by</p>	<p>File closed. The Matter was by the Commission's intervention.</p>

				one of the interviewers	
195.	John Charles for Fred CAJ/M.LAN/022/2117/21- FN	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	A complaint on behalf of MilcahMbeke who alleged that she made an application for the Official Search of land Parcel DAGORETTI/THOGOTI/T.566 but the same has not been processed	File closed Matter resolved on the Commission's intervention leading to the complainant received being issued Official Search Results
196.	Esther Wanjiku CAJ/NCA/007/66/21-FN	The National Construction Authority	Unresponsive Official Conduct	The complainant alleged that the respondents were neither picking up their phone lines nor responding to their emails as at 28 th June 2021	File closed. Matter Resolved by the Commission's intervention.
197.	Salim Gaffar CAJ/M.WAT/009/293/21- FN	Nairobi City Water & Sewerage Company	Unresponsive Official Conduct	A complaint that the respondent had failed to respond to a letter dated 19 th April 2021 complaining about illegal water connection by his neighbor	File closed. The Matter Resolved by the commission's intervention.
198.	Stella NyabokeNyasinga CAJ/M.IGC/062/1287/21- FN	Ministry of Interior and Co-ordination of National Government	Unfair Treatment	A complaint that the County Commissioner- Nyeri has failed/ neglected to pay the complainant her disability allowance as directed in the SRC	File closed. The matter was resolved by the Commission's

<p>intervention. The County Commissioner paid the deaf complainant her disability allowance.</p>	<p>circular dated 26th August 2019 REF No: SRC/TS/NCPWD/3/18(80)</p>			
<p>File Closed: the matter is outside mandate.</p>	<p>The complaint alleged unauthorized mining activities. The complainant firm is acting on behalf of Finnleem Development Company who are the registered proprietors of Title Nos 92003-92040 in Kitengela Area. The complaint alleges that on diverse dated in September 2020, an unauthorized third party has been mining on the aforementioned parcels without the express authorization of the proprietors. In this regard, the third party and their agents have trespassed onto the land and damaged the same.</p>	<p>Civil/land dispute</p>	<p>Private person</p>	
<p>File closed: The matter is outside the Commission's mandate.</p>	<p>The complaint regards the succession in the Estate of KiplangatArapMaina. The complainant alleged that she is the widow of the deceased who alleges that two of the deceased's brothers have conspired to lay claim and take possession of Land Parcel No. Kericho/ Manaret S.S/102</p>	<p>Succession Cause</p>	<p>Private Entity</p>	
<p>199.</p>	<p>NalyanyaMurukaWawira and Co Advocates CAJ/PE/040/2474/2021-SAK</p>			
<p>200.</p>	<p>Alice ChemutaiArapMaina CAJ/PE/040/2479/2021-SAK</p>			

				alleging that the same was family land. The matter has been the subject of judicial proceedings both during the life of and after the death of the deceased.	
201.	Olopito Plot Owners Self-Help Group CAJ/AACC/001/2334/2021-SAK	Advocates Complaints Commission	Unresponsive Official Conduct	A complaint regarding unresponsive conduct by the Commission. The complainant alleged that in 2017, they lodged a complaint against Kennedy Osoro of OsoroOmwoyo and Co. Advocates for allegedly allowing Nakuru HCCC No. 233 of 2012 to lapse and be dismissed for want of prosecution.	File closed: The matter was resolved by the Commission's intervention.
202.	Daniel Machehu Mungai CAJ/PE/040/2492/2021-SAK	Private Entity	Civil dispute	A complaint against AI Sarah International Cargo. The complainant alleged that he was sent a parcel from Saudi Arabia via the aforementioned cargo company. However, despite paying Kshs 14000 as clearance fees, the parcel was apparently stolen from the offices of the company.	File Closed: The complaint is outside the Commission's mandate.

203.	Dianah Kamande CAJ/PE/040/2491/2021- SAK	Private Entity	Civil dispute	A complaint against a chief for allegedly borrowing funds amounting to Kshs 66,500 from the complainant from September 2019. However, to date he is yet to repay the same.	File Closed: The complaint is outside the Commission's mandate.
204.	John Njiru Machaki CAJ/PE/040/2490/2021- SAK	Private Entity	Employment dispute	A complaint regarding Palea Trading Company. The complainant avers that in August 2020, he was dismissed from service without any cause of justification. He lodged the matter with the Kiambu Labour Office who has written several demand letters to the company to no avail.	File Closed: Complainant advised to proceed to court on his own accord as the matter is civil.
205.	Patrick Otuoma CAJ/PE/040/2501/2021- SAK	Private Entity (Lifecare Hospital Limited)	Non- payment for services rendered	A complaint regarding non-payment for services rendered in 2018. The outstanding invoice was around Kshs 2,200,000 to which they had made some payments but stopped paying. Moreover, they have refused to communicate with the complainant.	File closed: The complaint is outside the Commission's mandate.
206.	Boaziz Obrien Adede CAJ/ACC/001/2342/21- SAK	Advocates Complaints Commission	Unresponsive Official Conduct	A complaint against respondent for failure to give the complainant feedback on this complaint. The complainant alleges that in 2020, he lodged a complaint with ACC against Shem Kebongo and Co.	File closed: The respondent Satisfactory responded to the Commission's

				Advocates for failure to remit a decretal sum in Gatundu CMCC No. 15 of 2017. However, since lodging his complaint, he is yet to receive an update on the same.	inquiry.
207.	RisperAoko Okello CAJ/PE/040/2506/21-SAK	Private entity	Matter before the court	A complaint regarding the conduct of Rongo Senior Magistrates Court. The complainant alleges that the court ruled on a matter before them regarding Kamresi/Kamresi/805 and ruled against her without her being before the court.	File Closed: The matter is outside the Commission's mandate.
208.	Dave Walter Mburu CAJ/ODPP/027/234/21-SAK	The Office of the Director of Public Prosecutions	Unlawful Conduct	A complaint regarding a criminal matter. The complaint alleged that the ODP has delayed in prosecuting a land fraud case regarding LR No. 209/324/3/Lenana Road. The complaint furthers that the ODP is frustrating the matter by continuously returning the file to the DCI for further investigations to prolong the case to the complainant's detriment. This is evidenced by the fact that vide the letter of 17 th December 2020, the ODP advised that the file was returned to the DCI in 2018 for further investigations where in	File closed: The complainant advised that his matter is outside the Commission's mandate.

					reality the file was returned in 2019 to the ODPP for action.	
209.	J. K. Felix and Smith Advocates for Lawrence K. Mwathe CAJ/M.LAN/022/2126/202 1-SAK	Ministry of Lands and Physical Planning (Land Ruiru) Registrar	Manifest Injustice		A complaint against the land registrar for dealing in land that is the subject of judicial proceedings. The ownership of Ruiru East Block 1/583 was contested in a civil suit Thika CMCC Civil Suit No. 122 of 2011. The complaint alleges that during the hearing of the matter, the land registrar continued to transact with the land by implementing orders from lower courts to the detriment of the complainant.	File Closed: matter as the subject of judicial proceedings and therefore inadmissible
210.	OyombaMosota and Wamwea Advocates for Fanice Akech Barasa CAJ/PE/040/2511/2021- SAK	Private Entity	Breach of contract		A complaint against Scapida for seizing cattle belonging to the complainant. The complainant alleges that the aforementioned company which is a micro-finance company, seized the complainant's cattle for allegedly guarantying a loan for a third party who had since defaulted on the same. The company then advised that if she cleared the outstanding	File closed: matter is inadmissible as the same regards a private entity

					loan, the livestock would be returned, however, she was advised by auctioneers that the stock had since been sold to cover the land.	
211.	Benson Njaramba CAJ/HUD/NYERI/M.ENE/02 1/39/21-SAK	Mwangi	Kenya Power and Lighting Company	Maladmin istration	A complaint regarding alleged overcharging by Kenya Power. The complainant alleges that he is the holder of Account No. 16599542 from Kenya Power. On 13 th January 2021, he received a bill for Kshs 12, 273 despite paying monthly mean rate of Kshs 3200. However, the complainant lodged this matter with Kenya Power and was advised that the monthly amounts were estimations and the contentious amount was as a result of the meter being read. Consequently, the complainant paid the outstanding amount.	File Closed: Matter does not fall within the mandate of the Commission
212.	Silas Njogu CAJ/DCIO/015/3943/2021 -SAK		Directorate of Criminal Investigations	Maladmin istration	A complaint regarding the decision of the DCIO Mbeere South Sub-County. The complainant alleges that on diverse dates in March 2018, Dominic Muchiri Muthuo received Kshs 1,096,000 on mpesa and in cash for subdivision of Ikandi "g" clan land known as	File Closed. The complaint is outside the Commission's mandate.

	Mbeere/Mbita/2519. However, the monies were not officially receipted and the DCIO advised that the matter be taken up in a civil court for reimbursement.					File closed: Matter is before court and therefore inadmissible
213.	Jesse M. Mungai CAJ/M.IGC/062/1305/202 1-SAK	Abuse of Office	Ministry of Interior and Coordination of National Government			A complaint regarding a succession matter. The complainant alleges that Gbson K. Gitau the Area Chief Makomboki Location in Muranga County has been partisan in handling the Estate of Samuel Gikonyo Kamau. The chief has allegedly received Kshs 160,000 from family members to process grant letters of administration to facilitate the succession and influenced the location for the hearings. Moreover, being partisan, he gave the introduction letter to one side of the family and arranged arrests of the other side of the family to allow for intermeddling in the suit property.
214.	Robert Cheruiyot Kirui CAJ/KPLC/021/527/21-SAK	Delay	Kenya Power			File Closed: Matter resolved

	215. Rucuiya Kimani CAJ/TVETA/013/2118/2021-SAK	Technical Vocational Education and Training Authority	Oppressive Official Conduct	in around August 2020. They have made several complaints to Kenya Power Solik office to have the transformer replaced, but no action has been taken therein.	File closed: Matter resolved
216.	Moses Nene Nderitu CAJ/M.EDU/013/2073/2021-SAK	Teachers Service Commission	Manifest Injustice	A complaint against the Teachers Service Commission regarding dismissal. The complainant was dismissed in 2016 after an interdiction and hearing of the same. Further he was afforded an appeal in 2016 and a review in September 2017.	File closed: The complainant was advised that the Commission is not an appellate body and that his matter is outside mandate.

217.	Anonymous Parents of Ifierio Girls Primary School CAJ/M.EDU/013/2061/21-SAK	Ministry of Education	Unlawful Official conduct	A complaint by the parents Ifierio Girls Primary School in Bochari Sub County, Kisii County. The parents state that The Kenya Certificate of Primary Education exams are around the corner and the candidates are preparing for the same. However, the school alumni (have planned a visit to the school on Saturday 20 th March, 2021. The said visit has been approved by the head teacher, Mrs. Magera. However, the concern of the parents is the current prevalence of Covid-19 and the risk of spreading the infection to the students. The complaint avers that the visit is not only unnecessary but also irresponsible.	File closed: Matter successfully resolved on the Commission's intervention.
218.	Chedi Khadija Diana CAJ/PE/040/2524/2021-SAK	Private Entity	Outside Mandate	A complaint regarding the public health standards on public transport. The complainant avers that there is no one to enforce wearing of masks in public, and to ensure that private vehicles allow for social distancing.	File closed: complainant advised on the correct offices to lodge the complaint
219.	Ahmednasir, Abdikadir and Co. Advocates for Rishad Hamid Ahmed	Directorate of Criminal Investigations	Delay	A complaint regarding failure to adequately investigate a complaint. On 2 nd April 2020, the client recorded OB. 46/2/14/20at	File closed: The complaint is addressed to the office

	CAJ/DCI/015/3991/2021-SAK				Parklands Police Station. Allegedly the OCS has refused to issue the complainant with an abstract for an incident regarding the theft of Title Deeds, money and cheques.	mandated to handle the same
220.	Mary Akumu CAJ/JUD/001/2390/2021-SAK	The Judiciary	Injustice		A complaint against the ruling in Kakamega ELC No. 187 of 2015. The complainants are dissatisfied with the ruling of the court.	File closed: the complainant was advised that the complaint is outside the Commission's mandate.
221.	Concerned Staff of Egerton University CAJ/PSC/016/172/2021-SAK	Public Service Commission	Inefficiency		A complaint regarding the advertisement for the position of vice chancellor of the University. The letter addressed to the Public Service Commission is a request to ensure that the short listing should ensure that no candidate is under the age of 64 to ensure that they qualify to run the institution efficiently and ensure that they would be have to retire before serving for two terms. In particular, the letter does not want the current acting VC Prof. Isaac Kibwage to be shortlisted as he is over 67 years.	File closed: The complainant was advised that complaint was addressed to the correct office mandated to handle the it.

222.	Anonymous CAJ/KISM/013/2116/2021- SAK	Kenya Institute of Supplies Management	Unlawful Official Conduct	The complaint is against private parties who were previously at KISM as Board members. The complainant avers that by dint of section 28 of the Leadership and Integrity Act, the companies that they set up were offering similar services as KISM.	File closed: The Complainant advised that the complaint was pegged on an incorrect understanding of the law.
223.	David Musyoka Muasya CAJ/PEN/000/1347/2021- SAK	Pensions Department	Delay	A complaint regarding delay in payment of pensions. The complainant retired from teaching, TSC No 216015, on March 31, 2019. In July 2020, after processing at the TSC offices, the file was forwarded to Treasury and allocated APN/PC337662. In March 2021, the complainant inquired on the status of his file where he was advised that it had been audited and now at the accounts department awaiting approval for payment. However, to date he is yet to receive his pension.	File Closed: The matter resolved on the Commissions inquiry.

224.	Pauline Murungikimemia CAJ/PE/040/2526/2021-SAK	Private Entity	Property dispute	A complaint against Nawel Business Agencies. The complainant was issued with a share certificate no. 662 dated 1 st May 1993 regarding LR No. 6845/182/112, located in Utawala, Nairobi County. The complaint furthers that there has been illegal construction on the parcel.	File closed: The complainant was advised that the matter is outside the Commission's mandate.
225.	Andrew Kyalo Mwanza CAJ/NPS/015/3989/2021-SAK	National Service	Police Delay	A complaint regarding suspension from duty. The complainant is PC 103408 who was suspended from duty vide the letter of 25 th January 2021 for reckless use of his firearm. The complainant sought to have his matter heard by the Commission as he alleges, he has been suspended for an inordinate amount of time.	File closed: The matter referred to the National Police Service Commission for assistance
226.	Stephen Maina Njeru CAJ/M.COO/025/171/2021-SAK	Ministry of Industrialization, Trade and Enterprise Development (State Department of Cooperatives)	Unfair Official Conduct	A complaint regarding dismissal from service. The complainant was an officer at the Ministry of Cooperative Development, as it was then. In 1994, he was allegedly unfairly dismissed which caused him severe mental anguish dismissed	File closed: The complainant was advised that his complaint is untenable.
227.	Esther Wanjala Kubo HUD/WND/PEN/000/2/2021-KC	Pension Department	Delay	The complainant alleged that the Pension department failed to process her retirement benefits in full. She claimed that she retired from teaching service in 2017	File closed. The complaint was resolved upon the Commission's

228.	Jaribuni Community, Kilifi CAJ/MSA/NEMA/038/11/2 021-EM	National Environment Management Authority	Abuse of Office	<p>and submitted all requisite documents. However, the Pension department paid her a lumpsum of Kshs. 3,523,567 but had failed to pay arrears of Kshs. 734,084/-. Her Pension No. is APN/PC 293367. Claimed efforts to seek the balance had not borne fruit.</p> <p>An own motion complaint against the National Environmental Complaints Committee- NEMA following recommendation to relocate the Kaya Kauma forest, a heritage site in Ganze Sub-County to another site (yet to be identified) for purposes of paving way for quarrying & mining activities by a Chinese Co. engaged in the construction of the Lamu Port-South Sudan-Ethiopia-Transport (LAPSSET) corridor project</p>	<p>inquiry.</p> <p>File closed. Upon inquiry, the Commission found out that the information on the perceived relocation was erroneous.</p>
229.	Omar ChondoChimuatsi CAJ/MSA/M.LAB/017/172/ 2021-KC	Ministry of Labour & Social Protection	Delay	<p>The Complainant alleged delay at the County Occupational Safety & Health Office, Mombasa to resolve an incident of workman injury sustained in the course of duty at Portside Freight Terminals, Mombasa. He claims that the Occupational Safety & Health Office upon assessment computed his compensation at Kshs. 48,000 but</p>	<p>File closed. Matter resolved on the Commission's intervention.</p>

				the employer had not settled this award to date.	
230.	Isaac KitsooNyawa CAJ/MSA/M.LAN/022/277 /2021-KC	Ministry of Lands and Physical Planning	Abuse of Office	The Complainant alleged collusion at Kilifi lands registry which resulted in the dispossession of their land parcel Plot No. MN.71/1/IV at Junju location in Kilifi. Claimed the plot had been grabbed by different people. The matter is pending in court.	File closed. The complainant was advised that the matter is outside the Commission's mandate.
231.	Raphael OundenNyandieka CAJ/MSA/PE/040/536/202 1-KC	Private Entity	Outside Mandate	The Complainant alleged unprofessional conduct by M/s Robinson Malombo & Co. Advocates in Mombasa CMCC No. 1270 of 2019 by refusing to furnish him with details on the status and progress of the case.	File closed. The Complainant advised that the matter is outside the commission's mandate.
232.	Nancy WaithiraGichohi CAJ/MSA/PE/040/538/202 1-EM	Private Entity	Outside Mandate	The Complainant alleged that she was not given the rationale for the computation of her service dues for the 23 years of service worked at KK Security Company. She retired on 31.08.2020 upon attaining the retirement age. She further raised several labour grievances including unpaid leave and lack of termination notice.	File closed. The Complainant was referred to the Labour office for redress.
233.	Rashid MbarukLuma CAJ/MSA/PE/040/540/202 1-KC	Private Entity	Outside Mandate	The Complainant sought advice following a family dispute on division and sharing of family land in Msambweni, Kwale	File closed. The Complainant advised.

234.	James NjumwaMwanjala CAJ/MSA/PE/040/533/202 1-KC	Private Entity	Outside Mandate	<p>county. Claimed his uncles had hived off a portion of land and sold it off without consulting other family members. The complainant was advised to apply for grant of Administration of the Estate of the Deceased.</p> <p>A Complainant alleged that he had an ongoing case in Mombasa law court vide ELC Cause No. 89 of 2020 but the advocate in the matter, M/s J.K. Mwarandu was involved in contempt of court orders. The matter had been reported to the Mombasa Law Society of Kenya who wrote to the advocate but the letter elicited no response.</p>	<p>File closed. The complainant was advised that the matter is outside the Commission's mandate</p>
235.	Ahmad Abdi Ramadhan CAJ/MSA/PE/040/543/202 1-KC	Private Entity	Outside Mandate	<p>A Complainant sought advice on a family dispute between him and his estranged wife due to persistent wrangles that he claimed were irreconcilable. Now he was desirous of divorcing the wife & has already filed an application for talaka at the Kadhi's Court, Mombasa. Also claimed the wife accused him of assault and reported the incident at Makupa Police station which he claimed was not true.</p> <p>The Complainant sought legal advice on alleged unfair</p>	<p>File closed. The Complainant advised accordingly.</p>
236.	Maurice AdoriOlulo CAJ/MSA/PE/040/544/202	Private Entity	Outside Mandate		<p>File closed. Complainant</p>

	1-EM				dismissal from workplace by his employer- M/s Omenye & Associates, Mombasa where he was employed as an Assistant Auditor in 2010. Apparently, he was dismissed on grounds of absconding duty without official leave which he attributes to a hostile work environment & discrimination at workplace on account of disability	advised accordingly.
237.	Constance Kambemaghanganga CAJ/MSA/PE/040/545/202 1-KC	Private Entity	Outside Mandate	The Complainant alleged professional misconduct by M/s Mwakishah & Co. Advocates, Mombasa in pursuing a civil case for compensation following a fatal road traffic accident involving her husband (deceased) and MV Reg. No. KAM 329X, Nissan Matatu insured by United Insurance Co. Claims the advocate did not update the family on case details nor status, whether compensation was paid or not to date.	File closed. The Complainant advised accordingly.	
238.	Chizimweromangale CAJ/MSA/PE/040/546/202 1-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on a family dispute with her estranged husband for lack of family support.	File closed. The Complainant advised accordingly.	
239.	Renson Mwazomghanga CAJ/MSA/PE/040/548/202 1-KC	Private Entity	Outside Mandate	The Complainant alleged delay at Ufundi Cooperative Housing Sacco to process and pay dividends accrued to him as a	File closed. The complaint was referred to the Ministry	

				member of the Sacco vide M/No. 4741 since 2000.	of Trade, Industrialization & Cooperative Societies for redress.
240.	Mohamed Omar Doyo CAJ/MSA/PE/040/550/202 1-KC	Private Entity	Outside Mandate	The Complainant alleged unprofessional conduct by advocate K.M. Karimbhai & Co. Advocates for failure to update & keep the family informed on the progress of a case concerning Motor Vehicle Registration No.s KTY 877 & KTN 806.	File closed. The Complainant was advised that the complaint is outside the Commission's mandate.
241.	Tumu Mwalimu HUD/KWL/PE/040/21/2021- EM	Private Entity	Outside Mandate	The Complainant sought advice on how to apply for a death certificate belatedly.	File closed. The Complainant was advised accordingly.
242.	Justus Daniel Nzou CAJ/MSA/PE/040/551/202 1-KC	Private Entity	Outside Mandate	The Complainant alleged that his father- Daniel Kielu Matano was set up by his employer- Retake Security Co. Mombasa which led to a theft incident at his workplace & now he had been arrested & detained at Shimo la Tewa on charges of stealing. Matter filed in court vide Mombasa Criminal Case No. 4781 of 2021 & trial still ongoing.	File closed. The Complainant was advised that is matter is outside the Commission's mandate.
243.	KazunguNgari Yaa & 6 Others CAJ/MSA/PE/040/556/202	Private Entity	Outside Mandate	The Complainants alleged professional misconduct against Advocate Simon Karita of M/s	File closed. Matter referred to the

	1-KC				KalukiMuriuNdithu & Co. Advocates, Malindi by withholding clients' money totaling to Kshs. 800,000 awarded in Malindi ELRC No. 2 of 2019	Advocates Complaints Commission for redress.
244.	BahatiPekeshe & Others CAJ/MSA/PE/040/557/202 1-KC	Private Entity	Outside Mandate	This complainant regards a family dispute arising out of dispossession from family land by their brothers in Kilifi. They Sought legal assistance on how to file a succession cause for safeguarding their respective portions.	File closed. The Complainant was advised that their complaint is outside the commission's mandate.	
245.	Samuel ChengoGohu CAJ/MSA/PE/040/558/202 1-KC	Private Entity	Outside Mandate	The complainant sought advice on a labour related grievance of underpayment for 5 years of service at Bhavesh Construction Co. Limited, Mombasa. He used to work as a construction worker cum security guard (nighttime) from 2015-2020 at a pay of Kshs. 2,700 per week when he issued notice of termination due to underpayment.	File closed. The matter referred to the Labour office for redress.	
246.	Nicholas MogangaMundanyia Another CAJ/MSA/PE/040/559/202 1-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on a land dispute case involving Mbulia Group Ranch & MkitinawaMbulia CBO over ownership of Land Parcel No. Mbololo/Mbulia/9 measuring over 1000 acres. Claimed the ranch dispossessed the local	File closed. The Complainant advised that his matter is outside the Commission's mandate.	

247.	Patrick Mwamidinyambu CAJ/MSA/PE/040/560/202 1-KC	Private Entity	Outside Mandate	community and proceeded to apply for a title deed. The Complainant alleged professional misconduct by his advocate- M/s KamatiOmollo & Co. Advocates in Civil case No. 486 of 2018 through withholding clients' money. Court awarded him Kshs. 280,000 as compensation for injuries sustained in a road accident in 2017.	File closed. The complaint referred to the Advocates Complaints Commission for redress.
248.	William Kivatsi Kimenya CAJ/MSA/PE/040/561/202 1-KC	Private Entity	Outside Mandate	The complainant sought legal advice on how to pursue a claim for non-payment of dues totaling to Kshs. 40,000 by his former employer- Sekura International Limited.	File closed. The Complainant was advised that his matter is outside the Commission's mandate.
249.	Samuel Chengo Gohu CAJ/MSA/PE/040/558/202 1-KC	Private Entity	Outside Mandate	The Complainant sought advice on a labour related grievance of underpayment for 5 years of service at Bhavesh Construction Co. Limited, Mombasa. He used to work as a construction worker cum security guard (nighttime) from 2015-2020 at a pay of Kshs. 2,700 per week when he issued notice of termination due to underpayment.	File closed. The complaint was referred to the Labour office for resolution.
250.	Naomi Nduku Kiloko CAJ/MSA/ODPP/027/34/2 021-EM	Office of Director of Public Prosecutions	Administrative Injustice	The Complainant alleged unfairness in the decision of the Office of Director of Public	File closed. The Complainant

		(ODPP)		Prosecutions, Mombasa to fail to institute criminal proceedings on against her former landlady on charges of house breaking & stealing reported at Diani police station vide OB No. 75/5/2/2021. Admitted to have rent arrears totaling to Kshs. 56,000 for a period of 8 months which occasioned the landlady to re-take possession of her shop & lease it to another tenant. Due to this, the Office of the Director of Public Prosecutions advised her to pursue matter through a civil process for recovery of her goods upon payment of the rent arrears.	was advised that his matter is outside the commission's mandate.
251.	MwangekanDaronyasi CAJ/MSA/PE/040/534/202 1-KC	Private Entity	Outside Mandate	The Complainant alleged professional misconduct by M/s Mutisya & Co. Advocates in Mombasa Civil case No. 3522 of 1999 through withholding clients' money.	File closed. The Complaint was referred to the Advocates Complaints Commission for redress.
252.	Abdalla Jumda O/B Mwanakombo Abdallah Machafu CAJ/MSA/PE/040/541/202 1-KC	Private Entity	Outside Mandate	The Complainant alleged refusal and/or delay by Kenya Women Finance Trust (KWFT) to refund his mother's shares upon withdrawing her membership from the Trust Fund.	File closed. The Complainant was advised that his matter is outside the Commission's mandate.

253.	JumaKarisaChengo CAJ/MSA/PE/040/542/202 1-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on a case of alleged defilement of his niece, a standard 6 pupil at ShauriMoyo primary school in Kilifi county. He stated that though the suspect was arrested & arraigned at Mariakani law court, he was released upon age assessment which revealed that the victim is 18 years old & also, since the victim testified in court that she did not want to proceed with studies, rather was desirous of settling down with the suspect.	File closed. The Complainant advised that his matter is outside the commission's mandate.
254.	John OiruriaAnunda CAJ/MSA/M.ICG/062/288 /2021-KC	Ministry of Interior & Coordination of National Government	Unrespons iveness	The Complainant alleged lack of feedback and action by the Chief, Rabai location Kilifi County to address the bodaboda menace in Rabai Sub County in Kilifi. The complainant was advised that his complaint falls outside the Polices' mandate.	File closed. Complainant advised.
255.	Tom Wafula CAJ/MSA/PE/040/552/202 1-EM	Private Entity	Outside Mandate	The Complainant sought legal advice on how to recover money spent on legal fees (Kshs. 252,000) in a criminal case that he claims he was unlawfully charged in court. Claimed to have been a union member-Dock Workers Union which had committed to meeting the legal costs but reneged on the promise.	File closed. Complainant was advised that his complaint falls outside the Commission's mandate.

256.	Abdalla Mwakamsha CAJ/MSA/PE/040/553/202 1-KC	Private Entity	Outside Mandate	The Complainant alleging professional misconduct by M/s Hamza Jiwaji & Co. Advocates, Mombasa by withholding clients' money awarded in <u>Mombasa Civil Suit No. 893 of 1980.</u>	File closed. Complainant advised that his complaint is outside the Commission's mandate.
257.	Dancun Odhiambo Mwangi CAJ/MSA/PE/040/554/202 1-KC	Private Entity	Outside Mandate	The Complainant alleged that on 21.3.2021 he sustained soft-tissue injuries while in the course of duty at a construction site belonging to the current MD of Kenya Ferry services in Kombani, Kwale. The Complaint referred to the Occupational Safety & Health office for redress.	File closed. The complainant was advised that the matter is outside the Commission's mandate.
258.	Patricia Muthonga Mutanya CAJ/MSA/PE/040/555/202 1-KC	Private Entity	Outside Mandate	The Complainant alleged delay by Njuca Consolidated Co. to pay Kshs. 429,000 owed to her Company- Marmat Enterprise for the supply of construction materials since 2014. Indicated Njuca Co. accused her of conspiracy to defraud which led to arraignment in court vide Criminal Case No. 186 of 2015 at Shanzu law court. But upon full hearing, the case dismissed & all accused persons were acquitted.	File closed. Complainant advised that his complaint is outside the Commission's mandate.
259.	Linnnet Mmboga CAJ/MSA/PE/040/569/202 1-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on an application for loan at YEHU NGO where she was a member. Claimed the	File closed. The Complainant advised that

260.	Juma Ali Athuman CAJ/MSA/PE/040/570/202 1-KC	Private Entity	Outside Mandate	loan application had not been processed to date despite being an active member with Kshs. 67,000 in shares. The Complainant sought legal advice on a case of perjury filed in Mombasa law court vide Criminal Case No. 1940 of 2018. Claims the accused has escaped lawful custody at Shimo la Tewa prison without bond. Matter coming up for hearing on 6.9.2021.	his complaint is outside the Commission's mandate. File closed. The Complainant was advised that his complaint is outside the Commission's mandate.
261.	Said AthmaniMwanderi CAJ/MSA/PE/040/562/202 1-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on making a claim for terminal benefits & dues upon lapse of his 2 year-contract as a Teacher at Aga Khan Academy, Mombasa.	File closed. Complainant advised was advised that his complaint is outside the Commission's mandate.
262.	Steven ButalaWatiti CAJ/MSA/PE/040/563/202 1-KC	Private Entity	Outside Mandate	The Complainant sought legal advice on labour grievance as to whether he is entitled to service pay upon termination of his contract at Diamond Seafood Co. Mombasa where he worked as a machine operator from 2013-2018. Availed records including the NSSF statement indicating employer remittances to NSSF among other statutory deductions.	File closed. The Complainant was advised that his matter is outside the commission's mandate.
263.	Ali SwalehZuga	Private Entity	Outside	The Complainant alleged unfair	File closed.

	V.O.K		Conduct	location. He was advised to lodge his complaint with The Independent Policing Oversight Authority.	
282.	Paul Okello Ohuru CAJ/NPS/015/3946/21- V.O.K	National Police Service	Unlawful Official Conduct	The Complainant alleged that recruitment of police officers conducted on 22.02.2021 at Bondo Sub-County was irregular and that participants from Maranda Division were not selected. The complaint was referred to National Police Service Commission for resolution.	File closed. The complaint was referred to the entity mandated to handle it.
283.	Joseph Mburu Njenga CAJ/ACC/001/2374/2021- V.O.K	Advocates Complaints Commission	Civil dispute	The Complainant alleged that since judgment was delivered in his favour in Kikuyu SPMCC No. 61 of 2014 on 07.05.2020, his Advocate has not communicated with him. He was referred to the Advocates Complaints Commission.	File closed. The complainant was advised that his matter is outside the Commission's mandate.
284.	Bariti Sambora Peter CAJ/M.JNF/023/194/21- V.O.K	Postal Corporation of Kenya	Employment dispute	The Complainant appealed to the Commission to intervene in the process of investigation by his employer and to order the Postmaster General to release his withheld salary. He was advised that his complaint relates to employer-employee dispute and that he should lodge the same in Court in accordance with the judgment of the Supreme Court in Petition No. 42 of 2019.	File closed. The complainant was advised that his complaint is outside the Commission's mandate.

285.	KMTC Staff CAJ/M.HEA/012/543/21- V.O.K	Kenya Medical Training College	Employment dispute	The Complainant alleged unfair termination of employment of the Respondent's Chief Executive Officer.	File closed
286.	Mfanyikazi ADC CAJ/M.AGR/014/370/21- V.O.K	Agricultural Development Corporation	Employment dispute	The Complainant sought, the Commission's intervention to ensure review of staff salaries and allowances. He was advised that his complaint is outside the Commission's mandate.	File closed
287.	David Musyoka CAJ/M.WAT/009/282/21- V.O.K	Kitui Water and Sanitation Company		The Complainant alleged that his employment was unfairly terminated by the Respondent.	File closed. The complainant was advised that his complaint is outside the Commission's mandate.
288.	Fwaya Vaisha Amaliani CAJ/PE/040/2537/2021- V.O.K	Private Entity	Employment dispute	The Complainant sought payment of withheld salary from Flashcom Security Company. She was advised that the complaint is inadmissible.	File closed. The complainant was advised that his complaint is outside the commission's mandate.
289.	Ephantus Wanyoike CAJ/GOK/048/52/21- V.O.K	Government of Kenya	Civil dispute	The Complainant alleged that there were attempts to evict his family from a public land.	File closed. The complainant was advised that his complaint is outside the

290.	Vincent Marwa CAJ/CG/MIGOR/108/19/ 20-V.O.K	County Government of	Ineptitude	The Complainant alleged that the Respondent established a dumping site in a residential area within Nyamaharaga sub-location. The complaint was referred to National Environment Management Authority for resolution.	commission's mandate.
291.	Aggrey Nganyi CAJ/KPLC/021/512/21- V.O.K	Kenya Power & Lighting Company	Ineptitude	The Complainant alleged that the Respondent had not re-connected loose power cables in Mumias East. The cables were later on connected.	File closed. Complaint resolved on the commission's intervention
292.	Florence Atieno CAJ/PE/040/2531/21- V.O.K	Private Entity	Civil dispute	The Complainant alleged that Energy SACCO had failed to refund her money which she had contributed to the SACCO. She was advised to lodge her complaint with Ethics Commission for Cooperatives.	File closed
293.	Margaret Wanjiru Mungai CAJ/M.HEA/012/544/21- V.O.K	Ministry of Health	Inefficienc y	Complainant alleged malpractice on the part of medical officers at Kiambu Level 5 hospital. She was advised to lodge her complaint with Kenya Medical Practitioners and Dentists Board.	File closed. The complaint was referred to the relevant authority
294.	Nyawira Joan CAJ/JUD/001/2344/21- V.O.K	Judiciary	Inefficienc y	The Complainant requested the Commission to assist her in tracing a court file in respect of Thika MC&L 97 of 2019. [sic]. She	File closed. The complainant was referred

				was advised to lodge the complaint with the Judiciary Ombudsman.	to the relevant authority
295.	Kahindi K. Fondo CAJ/M.ENE/021/498/21- V.O.K	Kenya Power & Lighting Company	Delay	The Complainant alleged that there was delay in processing of his application for electricity connection by the Respondent. The complaint was later on resolved, amicably.	File closed. The complaint was resolved on the Commission's intervention.
296.	Concerned students of Kenya School of Law CAJ/KSL/013/2081/21- V.O.K	Council of Legal Education	Unfair treatment	The Complainants alleged that the Respondent had unfairly postponed the Kenya School of Law 2021 ATP examinations. The dispute was resolved and a new date was set for the exams.	File closed. Complaint resolved on the commission's intervention.
297.	Tenai Simeon Kipkosgei, & Monari Kerubo Christine CAJ/KSM/M.EDU/013/340/ 21-WT	Kenya National Examinations Council	Delay	The Complainant alleged delay by the Kenya National Examinations Council to release the 2020 Early Childhood Development & Education examinations results for two candidates, namely Tenai Simeon Kipkosgei, Index No. 43706002010 & Monari Kerubo Christine, Index No. 43706002009 of Vitality Institute of Education and Training based in Kisii County. That their results had been withheld in February 2021 pending confirmation of their qualifications and suitability to have registered and sat of the said examinations, but the same had delayed preventing them	File closed The complaint was resolved on the Commission's intervention.

298.	Anthony Wycliffe Odie CAJ/KSM/M.INFO/023/20/ 21	Postal Corporation of Kenya	Inefficienc y	from registering for the next examinations by the 1 st April 2021 deadline.	File closed. The complaint was resolved on the Commission's intervention.
299.	Salome Chemjor CAJ/KSM/PEN/000/96/21- WT	Pensions Department	Delay	The Complainant alleged that the Pensions Department had delayed in processing and paying her pension benefits after she retired from the service of the Teachers Service Commission (TSC) in June 2019. She had initially been issued with pension file number, APN/PC331996, but processing of her pension had delayed for unreasonably long time.	File closed compli ntesolved on the Comission's intervention.
300.	Fred Mima HUD/BGM/TSC/013/78/21- WT	Teachers Service Commission	Unfair treatment	The Complainant alleged unfair transfer in that the Principal of Kibabii Diploma Teachers College orchestrated his transfer from St. Paul's Kibabii Diploma Teachers Training College to Lugari Diploma Teachers Training College.	File closed The complainant advised to appeal within the internal procedures of the Teachers Service Commission.
301.	James OkindaOmbalo CAJ/KSM/JUD/001/4416/2 021-WT	Judiciary	Inefficienc y	The complainant alleged thatmisling files at Siaya Law Courts in Siaya PMC Civil Case	File closed The complaint was resolved

302.	Boniface Manyaa CAJ/KSM/JUD/001/430/21 -FL	Judiciary	Unresponsive Official Conduct	No. 109 of 2012 and 17 of 2011. The complainant alleged that he was charged with an offence of defilement c/s 8 (1) and 8(2) of the Sexual Offences Act No. 3 of 2006 in Cr. Case No. 76 of 2012 in Kakamega Law Courts. He lodged an appeal with the Court of Appeal in Kisumu Law Courts in 2018 and had never been updated on the outcome of his appeal nor issued with an appeal number.	on the commission's intervention. File closed. The Complainant advised to seek pro-bono legal services.
303.	Joshua Okoth Odera CAJ/KSM/JUD/001/431/21 -WT	Private Entity	Legal representation	The complainant alleged that his appeal as a pauper was objected in Cr. Case No. 21 of 2017 at Siaya High Court and therefore sought legal representation on the matter.	File closed. The Complainant was advised to seek pro-bono legal services.
304.	Benard Ochieng Obingo CAJ/KSM/M.WAT/009/41/ 21-FL	Ministry of Water and Sanitation	Delay	The complainant alleged that Kisumu Water & Sewerage Company (KIWASCO) management had delayed to correct an anomaly in his account no. 3900011575-01 which account was debited with Ksh. 31067 which was a previous balance of one Mr. Paul Ondijo who was the former holder of the account number.	File closed. The complaint resolved on the Commission's intervention.

305.	Clement Wafulakisaka CAJ/KSM/JUD/001/435/21 -WT	Judiciary	Delay	The complainant alleged that he was charged with the offence of murder c/s 203 as read with section 204 of the Penal Code Cap 63 Laws of Kenya. He was convicted to suffer a death penalty in criminal case no. 36 of 2010 at Bungoma High Court. He lodged his first appeal at Kisumu Court of Appeal and his notice of appeal had not been registered.	File closed. The Complaint is outside the Commission's mandate. The complainant was advised to seek pro-bono legal services.
306.	Justus Shilulimbwaga HUD/KAK/M.LAN/022/64/2 1-FL	Ministry of Lands & Physical Planning	Injustice	The complainant alleged that the Kakamega Land Registrar, Kakamega County has failed to comply with the Court Order issued in Kakamega High Court ELC 42 of 2013	Complaint closed. The complainant advised to lodge contempt of court proceedings
307.	Thomas Oganga Amaya CAJ/KSM/JUD/001/448/21 -FL	Judiciary	Injustice	The complainant alleged dissatisfaction with the ruling rendered in Kisii High Court Criminal Case Number 7 of 2018 which convicted him to 20 years imprisonment at the Kisumu Maximum Prison for the murder of his father.	Complaint closed. The complainant advised to lodge an appeal at the Kisumu Court of Appeal.
308.	Emmanuel Ourmanderema CAJ/KSM/AG/001/426/21- FL	Office of the Attorney General	Delay	The complainant alleged that the Registrar of Companies has delayed to address his complaint on unlawful change of Directors of Lwere Company Limited.	Complaint closed. The complaint was resolved on the

309.	Margaret Akinyi Oricho CAJ/KSM/P.E/040/431/21- FL	Private Entity (Lamu Teachers Sacco)	Injustice	The complainant alleged that Lamu Teachers Sacco has failed to settle dues owed to the estate of Donald Onyango Nunda who until his demise in 2008 held shares in the Sacco. She was complainant was referred to Sacco Societies Regulatory Authority for resolution	commission's intervention. Complaint closed. The complainant advised that her complaint is outside the commission's mandate.
310.	John Chweya Simiyu CAJ/KSM/JUD/001/440/21 -FL	Judiciary	Delay	The complainant alleged that the Bungoma High court has delayed to update him on the position of his appeal filed against the Kimillili Senior Principal Magistrate's Court 65 of 2017	Complaint closed. Matter resolved on the commission's intervention.
311.	Godfrey Wafula Makokha CAJ/KSM/JUD/001/439/21 -FL	Judiciary	Delay	The complainant alleged that the Bungoma High court has delayed to update him on the position of his appeal filed against the Kimillili Principal Magistrate's Court 199 of 2008	File closed. Complaint resolved on the Commission's Intervention.
312.	Isaac Nyongesa Konge CAJ/KSM/JUD/001/438/21 -FL	Judiciary	Delay	The complainant alleged that the Bungoma High court has delayed to update him on the position of his appeal filed against the Kimillili Principal Magistrate's Court 41 of 2016 vide Bungoma High court Criminal appeal Number 124 of 2018	File Closed. Complaint resolved on the Commission's Intervention.
313.	Tom Yogo CAJ/KSM/MOICNG/062/1 42/21-FL	Ministry of Interior & Coordination of National	Improper Official Conduct	The complainant alleged that the Assistant Chief Border I Sub Location, Kisumu County has	Complaint closed

		Government		unlawfully used his office to threaten the complainant. The commission investigated the complaint and found it to be frivolous and vexatious.	
314.	Daniel Lee Kalungo CAJ/KSM/PE/040/433/21-FL	Ministry of Interior & Coordination of National Government	Injustice	The complainant alleged dissatisfaction with the payment made by the State Department of Special Programs following losses he incurred during the 2007 Post Election Violence in which he lost property valued at Kshs.9,500,000. Complainant was desirous of the Commission's intervention to compel the state to compensate him for the damages incurred. The complainant advised institute proceedings against the government in court as he had benefited on the payments paid by the National Government.	File closed.
315.	Jacob Wekesakiliyi HUD/BGM/MLAN/022/66/21-FL	Ministry of Lands & Physical Planning	Delay	The complainant alleged that the Bungoma Lands Office has delayed to furnish him with the boundary dispute report for land parcel Kimiliil/Kamukuya/952 number versus Kimiliil/Kamukuya/947 which he had filed and duly paid the requisite fees.	File closed. The complainant was advised that his matter is outside the Commission's mandate as it is pending in court.
316.	Jane Nayama CAJ/KSM/POL/015/624/21	National Service	Police Delay	The complainant alleged that officers attached to Chemomi	File closed.

-FL	317.	Samuel LishambaSakwa CAJ/KSM/MOICNG/143/2 1-WT	Ministry of Interior and Coordination of National Government	Abuse of power	<p>Police Post, Nandi County have failed to address a complaint on threat to life that she lodged at the station vide OB no 34/18/2/2020. On investigations, it was discovered that the issue is succession of the estate of the complainant's deceased husband. The complainant was advised to file for succession.</p> <p>The complainant alleged that the Chief of Shinamwenyuli Location, Butere Sub-County, Kakamega County on allegations that he abused his powers while undertaking his public duty of issuing an introductory letter in the estate of Joseph MutuliSakwa (deceased). In particular, that the Chief issued many contradictory letters while omitting other family members and adding others to the list of beneficiaries and the letters had caused confusion and fueled conflict and they were likely to mislead the court in determining succession in the estate of the deceased. An inquiry was done in March 2021 and the Chief responded on 12th May 2021 stating that the genesis of the matter was a succession dispute</p>	<p>File closedThe respondent satisfactorily responded to the commission's inquiry.</p>
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318.	Collins Mmbeye CAJ/KSM/PE/040/432/21 - WT	Ministry of Labour and Social Services	Unresponsive official conduct	and all he had done was to do the introductory letter of the deceased as required.	File closed. The complaint was resolved on the Commission's intervention.
319.	Abram Nyachuba CAJ/KSM/NYAM/076/7/21 -FL	County Assembly of Nyamira	Delay	The complainant alleged that he supplied tonners to Nyamira County Assembly under the name of Abudady investments and completed his contractual obligations on 22/02/2021 as per the standard purchase order 242. He was to be paid Ksh. 581002 which amount had been withheld by the County Assembly unnecessarily.	File closed. The complaint was resolved on the Commission's intervention.
320.	Jackson Kimani Muturi CAJ/CDF/008/248/2021-EF	National Government Constituency Development Fund	Inefficiency	The Complainant alleged that a CDF project in Kamukunji Constituency has not been handed over to the community for management despite the fact that it is complete and already in use. He has been advised to first raise the matter with the Board for National Government Constituency Development Fund and seek their guidance.	File closed The Complaint was referred to National Government Constituency Development Fund.

321.	African Touch Safaris Ltd CAJ/COG/048/51/2021-EF	Council of Governors	Unfair official conduct	The Complainant alleged that the Council of Governors has failed to pay for travel agency services rendered in the year 2017. In the meantime, the file is held in abeyance.	File closed The complaint was referred to Public Procurement Regulatory Authority
322.	Jackson Shiraku Kutswa HUD/GPO/M.EDU/013/210/21-EF	Highway Secondary School	Oppressive official conduct	The Complainant alleged that he was employed as a watchman by Highway Secondary School in May 1994 and his contract has been terminated on the basis that he has attained retirement age. He alleges that he was underpaid while he was employed and that he should be paid the difference. He also says that he should be paid gratuity. Matter referred to Nairobi County Labour Officer.	File closed The complaint was referred to County Labour Officer
323.	Nurses & Midwives Kenya CAJ/MOH/012/552/21-EF	Ministry of Health	Unfair treatment	The complainants alleged that the nursing and midwifery profession has been neglected by the ministry of health and that the office of the Director of Nursing and Midwifery services is not sufficiently equipped to perform its functions. Referred to the Ministry of Health. In the meantime, the file is held in	File closed The complaint was referred to Ministry of Health

					abeyance.	
324.	Katani Squatters Settlement CAJ/M.LAN/022/2158/21-EF	Ministry of Lands	Delay	The complainants were aggrieved that their request for land allocation has not been acted upon. They said that the matter is being handled by National Land Commission. The complainant was advised to follow up with the National Land Commission.	File closed The complaint was referred to National Land Commission	
325.	Mwangi Mutahi Ruga CAJ/M.LAN/022/2160/21-EF	Nyahururu Land Registry	Unlawful official conduct	The Complainant alleged that the land officers at Nyahururu Land Registry have asked him to give bribe as a condition for receiving services.	File closed The complaint was referred to the Ethics and Anti-Corruption Commission.	
326.	Tumaini Maluki CAJ/M.IGC/062/1311/21-EF	Deputy County Commissioner, Kitui	Unresponsive official conduct	The Complainant alleged rampant flouting of Covid-19 guidelines by residents in Mwingi town including bar owners. He says that he has raised the matter with the Deputy County Commissioner so that action can be taken but nothing has changed.	File closed The complaint was referred to Ministry of Interior and Coordination of National Government	
327.	John Abukodianga CAJ/M.EDU/013/2125/21-EF	Ngara Girls High School	Unfair official conduct	The Complainant alleged that his daughter was removed from boarding and forced to attend the school on day basis, being	File closed The complaint was referred to Ministry of	

				disciplinary action for alleged lesbianism, without the conduct of due process to determine the merit of the allegation.	Education
328.	Fred Sagwe CAJ/KICD/013/39/2021-EF	Kenya Institute of Curriculum Development	Access to information	The Complainant sought information from the Institute about the stakeholder deliberations on curriculum review.	File closed The complaint was referred to Access to Information Department
329.	Joyce Njeri Mburu CAJ/M.LAN/022/2115/21-EF	Land Registrar, Thika	Access to information	The Complainant alleged that the Land Registrar conducted a hearing on a dispute regarding parallel titles and has failed to avail a copy of the decision to her despite requests for the same.	File closed The complaint was referred to Access to Information Department
330.	Family Of The Late Sudai Ole Nankoris CAJ/PO/047/455/20-MBA	Deputy County Commissioner Transmara West	Abuse of Power	The complainant alleged that the respondent has been interfering with their late father's land in Transmara which matter had been conclusively determined by the National Land Commission.	File closed The complaint was referred to the county commissioner Transmara
331.	Crispine Amunga Omufifi CAJ/PE/040/2494/21-MBA	Private Entity	Outside Mandate	The complainant alleged that he reported fraudulent land transaction to the Directorate of Criminal Investigations on 13.10.2020. since then the culprits have not been apprehended	File closed The matter referred to the Directorate of Criminal Investigations.

				and are still at large	
332.	Kimancuma Community CAJ/M.EDU/013/2053/21- MBA	Ministry of Education	Maladministration	The complainant alleged that the Administration Police Leadership Training Centre (APLTC) has occupied 4 acres of Kimancuma Primary School and further want to transfer the school to another piece of land without the community's involvement.	File closed The complaint was referred to National Land Commission
333.	Bruce Mutie Mutuku CAJ/JUD/000/2380/21- MBA	Judiciary	Outside Mandate	The complainant alleged that he made an application for an officer to recuse himself in a matter in which he was a party to in Court. He wanted the officer to recuse himself as he feels justice will not be served,	File closed The complaint was referred to Judiciary Ombudsman
334.	Anonymous CAJ/KRA/000/1349/2021	Kenya Revenue Authority	Unresponsive conduct	The complainant alleges that he raised several corruption cases with the KRA through their whistleblower portal but the KRA has failed to respond.	File closed The complaint was referred to Ethics and Anti-Corruption Commission
335.	Mary Njokinjiru CAJ/M.LAN/022/2163/21- MBA	Ministry of Land and Physical Planning	Manifest Injustice	The complainant alleged that the green card records of their family land Title no.GATURU/WERU/10916 in Embu County was tempered with and part of their land was	File closed. The complaint was referred to Investigations Department

				allocated to strangers. She requested that the matter be investigated			File closed The complaint referred to County Director Educational for resolution
336.	Winnie Jemutai CAJ/ELD/PE/040/109/21-NK	Private Entity	Outside Mandate	The complainant alleged that a form two student from Namanjara sec school refused to go back to school despite having her school fees paid for by the parents.			File closed The complaint referred to the children's office for resolution.
337.	Anonymous CAJ/ELD/PE/040/108/21-NK	Private Entity	Outside mandate	The Complainant alleged that that the father had neglected his parent responsibility by not paying school fees and maintaining his children			File closed The complaint referred to the Judiciary ombudsman for resolution.
338.	Rosebella Sum CAJ/ELD/JUD/001/124/21-NK	Judiciary	Delay	The complainant alleged that the High court in Eldoret delayed in hearing and determination of HCC civil case number 1 of 2012 Nelly Sum vs Samuel Chekulul.			File closed and the complaint referred to Kenya Rural Roads Authority for resolution
339.	Anonymous CAJ/ELD/M.TRA/004/10/21-NK	Kenya Rural Roads Authority	Abuse of power	The Complainant alleged that Ainabkoi Constituency Roads Committee was appointed in January 2018 are still in office despite their term coming to an end.			Filed closed The complaint
340.	Kenya Railways Pensioners CAJ/ELD/M.ROA/006/03/2	Kenya Railways	Delay	The Kenya Railways Pensioners alleged that the Kenya Railways Retirement Scheme failed to			

	1-NK			remit pension to its members for four months.	was referred to the Retirement Benefit Authority for resolution.
341.	Nathan K. Chuma CAJ/CG/NANDI/097/04/2 021-NK	Nandi County Government	Delay	The complainant alleged that the Nandi County failed to pay the complainant Ksh 16M which is a balance of the contractual fees for the Construction of Kipchongekeino stadium.	Filed The complainant advised to seek services of a lawyer on the available remedies provided under the contract.
342.	Tecla Jeptarusitrop CAJ/ELD/JUD/001/130/21-NK	Judiciary	Delay	The complainant alleged that the judiciary delayed in hearing a determination of succession cause no. 257 of 2013 pending before the High Court of Eldoret.	File Closed The complaint referred to the Judiciary Ombudsman for resolution.
343.	Brian Juma CAJ/ ELD/JUD/001/131/21-NK	Office of Director of Public Prosecution.	Delay	The complainant alleged that the prosecutor who is handling Criminal case at the Kitale high court was causing inordinately delaying of matter.	File closed The complaint referred to the office of Director of Public Prosecution for resolution.
344.	Jackson Muhindi CAJ/ELD/POL/015/146/21-NK	National Police Service	Abuse of power	The complainant alleged that Police officers from central police station Uasin Gishu broke	File closed. The Complaint was referred

345.	Stanley Kwambai Chepyieng CAJ/ELD/CG/E.MARAKWE T/126/1/21-NK	Elgeyo Marakwet County	Unfair Treatment	The complainant alleged that the County government of Elgeyo Marakwet ordered an eviction of Maifra Traders for the construction of the market.	File closed. The Complaint referred to the County Government of Elgeyo Marakwet for resolution.
346.	Jilo Buke Said CAJ/ISL/M.EDU/013/028/2 1-KWK	Teachers Service Commission (TSC)	Delay	The Complainant alleged that that he is a teacher (TSC Number 579350) and is currently stationed at Marsabit Mixed Secondary School. He was interdicted on the ground of desertion on 12th October 2020 and he appeared before the Board of the Management of the school where the matter was heard and determined. He states that the Board lifted the interdiction but decided that he instead should be issued with a written warning; however, he has never been given a copy of the said letter to date despite following up on the matter on several occasions with the Principal and the TSC County Director, Marsabit County.	File closed. Matter referred to the TSC Headquarters and Complainant for resolution.

347.	James BichageKenyanri CAJ/PO/047/464/21-FN	Public Officer	Outside Mandate	The complainant alleged that Hon. E.A. Obina a Judge in Kisii Law Courts whom the complainant alleges was partial in delivering a judgement on 21 st January 2021 and further more that he has hidden the Court file to prevent the complainant from lodging an appeal	File closed. The Complaint advised and referred to Office of the Judiciary Ombudsperson
348.	Francis KyanguMusumbu CAJ/PE/040/2502/21-FN	Private Entity	Outside Mandate	The complainant alleged that the Credit Reference Bureau Africa Ltd has unfairly treated the complainant, who made an application on 8 th January 2021, to receive a clearance certificate and made the necessary payment but the Certificate was not issued.	File closed. The Complaint advised and referred to Central Bank Of Kenya
349.	Koimett& Co. Advocates CAJ/POL/015/3942/21-FN	National Police Service	Abuse of Power	The complainant alleged that the Officer Commanding Molo Police Station of Menengai Police Station in Nakuru County oversaw the execution of an allegedly forged court order thus causing destruction of the complainant's property. The execution was done in February 2021	The Complainant was referred to pursue the matter with Internal Affairs Unit.

350.	Ongaro & Co Advocates CAJ/KENHA/006/165/2021 -FN	Kenya National Highways Authority	Unfair Treatment	The complainant alleged evictions and compulsory acquisitions of land in Kwa Jomvu area affected by the Mombasa/ Mariakani Road project overseen by Kenya National Highways Authority; allegations of violation of the Ministry of Land's Eviction and Resettlement Guidelines of 2009	File closed. The complaint was referred to Kenya National Highways Authority
351.	William Ndana CAJ/NPS/015/3960/21-FN	National Police Service	Abuse of Power	The complainant alleged that Police Officers in Kyuso Police Station in Kitui County are unresponsive to complaints lodged OB24/18/12/2019	File closed. The complaint was referred to the Internal Affairs Unit.
352.	Onindo and Onindo Advocates CAJ/POL/015/3930/21-FN	National Police Service	Abuse of Power	A complainant alleged that an Officer from Capital Hill Police Station has been harassing the complainant's client and unfairly impounded his motor vehicle KCL 604C Toyota Fielder in the Police Station	File closed. The complaint was referred to Independent Policing Oversight Authority
353.	JabaliTaji CAJ/IPOA/131/15/21-FN	Independent Policing Oversight Authority	Abuse of Power	The complainant alleged that the respondent has failed to act on a complaint lodged by the complainant one year ago.	File closed. The complaint was referred to Independent Policing Oversight Authority

354.	Desmond Kibuna CAJ/POL/015/3928/21-FN	National Police Service	Unresponsive Official Conduct	The complainant lodged this complaint on behalf of their client Mrs. JedidahNginakibuna. The matter relates to alleged inaction by the Sub County Police Commander to act on reports made to his office in regards to alleged trespass and destruction of property on Ngong/Ngong 44288 in Kajjido West Sub County	File closed. The complaint was referred to Independent Policing Oversight Authority
355.	Dr. Makori CAJ/POL/015/4000/21-FN	National Police Service	Unfair Treatment	The complainant alleged that Police Officers from Keroka Police Station have been harassing his family members without just cause particularly on 25 th June 2021 when they stormed their home	File closed. The complaint was referred to Independent Policing Oversight Authority
356.	Peter Muia CAJ/NPS/015/3964/21-FN	National Police Service	Outside Mandate	The complainant alleged that there has been an unlawful arrest and a charge of murder charge of Mr. Joseph Kitemu from Gacili Police Station in Kagio.	File closed. The Complaint was referred to the Internal Affairs Unit.
357.	MusyokyaMogaka & Co Advocates CAJ/TSC/013/2087/21-FN	The Teachers Service Commission	Unfair Treatment	A complaint that the respondent's Chief Executive Officer has been treating Beatrice Wabubu (it's employee) unfairly e.g by rejecting her leave requests	File closed. The Complaint was referred to the respondent's Board for resolution.

358.	Grace Wanjiru CAJ/P.E/040/2537/21-FN	Public Officer	Abuse of Power	The complainant alleged that a Police Officer took a bribe from her and she reported the matter OB 31/04/08/2019. She reported the matter to Ethics and Anti-Corruption Commission	File closed. The Complainant was advised to follow up the matter with the Ethics and Anti-Corruption Commission
359.	HazakielOkinyoGomba CAJ/DPP/027/238/21-FN	The Office of the Director of Public Prosecutions	Outside Mandate	The complainant alleged that an Officer in the Office of the Director of Public Prosecutions is abusing his power to grab land a Report was done OB 15/05/11/2019	File closed. The Complainant was referred to Office of the Director of Public Prosecutions.
360.	Samba Nixon CAJ/NPS/015/3968/21-FN	National Police Service	Outside Mandate	The complainant alleged that Police Officers from Kasagam Police Station in Kisumu County whom the complainant alleges are abusing their power	File closed. The complaint was referred to the Independent Policing Oversight Authority
361.	Doris KawiraKumunya CAJ/M.EDU/013/2044/21-FN	Ministry of Education	Unfair treatment	The complainant alleged that her son was unfairly expelled from Jomo Kenyatta Secondary School (no further details given)	File closed. The Complainant advised to pursue the matter with the Regional Education

						Officer
362.	Lumumba & Lumumba Advocates CAJ/PE/040/2510/2021-FN	Public Officer	Abuse of Power	The complainant alleged that Corporal Stephen Otiemo attached to the Parliament Police Station, is unlawfully withholding a Passport belonging to their client Peggy Georgette	File closed. The complaint was referred to the Independent Policing Oversight Authority	
363.	Kennedy Okongo CAJ/M.LAN/022/2139/21-FN	National Land Commission	Maladministration	The complainant alleged that the activities of National Irrigation Authority on parcels of land in Sagama Village; NORTH KADEM/KANYUOR adjudication section in which the complainant alleges are unfair	File closed. The complaint was referred to the National Land Commission.	
364.	Linda Muthoni CAJ/PO/474/21- FN	Public Officer	Abuse of Power	The complainant alleged abuse of power by a public officer in National Council of Persons with Disabilities who is employing employees without due qualifications. Matter currently under investigations by the Ethics and Anti-Corruption Commission	File closed. The complaint was referred to the Ethics and Anti-Corruption Commission	
365.	Muthomi Moses Iscaiah CAJ/PE/040/2523/21-FN	Private Entity	Private Entity	The complainant alleged failure of Xplico an Insurance Company, to settle the Judgment sum in Civil Suit No. 89 of 2013 in Nkubu Law Courts. The	File closed. The Complaint was referred to Insurance Regulatory	

					Judgment award is Ksh 1,883,843/-. The complainant is afraid that he will be committed to civil jail if he or his insurance is unable to settle the amount.	Authority
366.	James LinconNthiga CAJ/M.EDU/013/2049/21-FN	Ministry of Education	Unfair Treatment		The complainant alleged that he is employee of Muranga Teachers Training Institute as a teacher and currently in Job Group C3 for the last seven and a half years	File closed. The complainant was advised to exhaust the internal Complaint resolution mechanisms.
367.	JumaMuriuki CAJ/PE/040/2519/21-FN	Private Entity	Outside Mandate		The complainant alleged that he had been attacked by unknown people attacked the complainant on 24 th January 2021	File closed The Complainant was advised to report the matter to the nearest police station
368.	OmwengaKeari Michael CAJ/TSC/2059/21- FN	The Teachers Service Commission	Unfair Treatment		The complainant alleged that she is the respondent's employee living with disability and that she was being mistreated by Staff at St Thomas Girls.	File closed. The complainant was advised to exhaust the internal Complaint resolution mechanisms

369.	David Gathii Nderitu HUD/NYERI/DCI/015/179/2 1-FN	National Police Service	Unresponsive official conduct	The complainant alleged that the Regional Criminal Investigations Officer Nyeri has refused/neglected to arrest and charge a man who has allegedly committed fraud OB No. 56/10/3/2021	File Closed. The Complainant was referred to Internal Affairs Unit
370.	Molvenlungu Wanjiru CAJ/NPS/015/3962/21 -FN	National Police Service	Unfair Treatment	The complainant alleged that a police officer is harassing him by taking pictures of him and circulating it on social media	File Closed. The Complainant was referred to Internal Affairs Unit.
371.	Mbugua Fredrick CAJ/MJGC/062/1309/21-FN	The Kenya Rural Roads Authority	Unfair Treatment	A complainant alleged that the respondent had failed to follow due procedure in compensating land owners in relation with the road expansion in Gikambura, Karai Ward in Kikuyu Sub County	File closed. The complainant was advised to exhaust the respondent's internal Complaint resolution mechanisms
372.	Josephine Mutindi CAJ/NPS/015/3978/21-FN	National Police Service	Unfair Treatment	The complainant alleged that her former husband, a Police Officer is assaulting and harassing her and her son despite Court Orders against him Children's Case No. 1035 of 2017	File closed. The Complainant was referred to Internal Affairs Unit
373.	Nduhiu Njama HUD/NYERI/M.EDU/013/20 8/21-FN	The Teachers Service Commission	Outside Mandate	The Complainant alleged that there should be one unified Teacher's Union in Kenya representing all teachers.	File closed. The Complainant advised that the matter is

						outside the Commission's mandate.
374.	Evans Kisia Arunga CAJ/M.JGC/062/1281/21-FN	Private entity	Outside Mandate	The complainant complained against the criminalisation of bull fighting in Kenya	File Closed. The Complainant advised that the matter is outside the Commission's mandate.	
375.	Henry Gitau CAJ/P.O/047/460/21-FN	Public Officer	Outside Mandate	A complainant alleged that the Assistant Chief of Githaiga Sub location in Kiambu County is unhelpful in settling a family land dispute between the complainant and his father	File Closed. The Complainant advised that the matter is outside the Commission's mandate	
376.	Benard Gitau Ngigi CAJ/M.LAB/017/825/2021-FN	Ministry of Labour and Protection	Unfair treatment	The complainant alleged that the Registrar of Trade Unions at the Ministry of Labour and Social Protection is unfair in neglecting/failing to register the complainant's Trade Union - Kenya Road Truck Workers Union	File closed. The Complainant advised that the matter is outside the Commission's mandate.	
377.	Nicholu Ouma Mayumba CAJ/PE/040/2487/21-FN	Private Entity	Outside Mandate	The complainant alleged that he is a former employee of private security firm which failed to pay his dues. He reported the matter to the Police who referred him to	File closed. The Complainant advised that the matter is outside the	

				the Labour Office. After several attempts by the Labour Officer to reach the Security Company the complainant has enlisted the services of a lawyer to lodge a case in court on his behalf	Commission's mandate.
378.	Amos OndiekWandaye CAJ/ACC/001/2337/21-FN	Advocates Complaints Commission	Outside Mandate	The complainant alleged that his lawyers have failed to remit his judgment award proceeding from Chief Magistrates Civil Court No. 110 of 2014 at Machakos in which he was awarded Ksh 480,000/= He made a complaint to the Advocates Complaints Commission	File closed. The Complainant was advised that the matter is outside our mandate.
379.	Nyoga N. Karichi CAJ/CG/EMBU/089/15/21-FN	County Government of Embu	Outside Mandate	The complainant alleged that he received Judgment in his favour against the County Government of Embu in the Employment and Labour Relations Court at Nyeri Suit No. 422 of 2017 and subsequently Judicial review orders issued by Justice Nziokiwamakau. He alleges that the County Government has still refused to pay him	File closed. The Complainant advised to execute his judgement
380.	GiraHuka CAJ/JUD/001/2350/21-FN	Judiciary	Outside Mandate	A complaint against Hon. E Ngigi Principal Magistrate in Isiolo Law Courts for delivering a partial judgment regarding Plot LR Block No. 3/263 in Isiolo Township	Complainant advised to seek legal advice as the matter is outside our

381.	Nalanga Murukawawira & Co Advocates CAJ/NPS/015/3967/21-FN	National Police Service	Unresponsive Official Conduct	The complainant alleged that the Officer Commanding Makuyu Police Station has failed/refused to enforce a Court Order Mavoko CMCC No. 601 of 2017	File closed. The complainant was advised that the matter is outside the Commission's mandate
382.	Paul Ruto CAJ/JUD/001/2376/21-FN	JUDICIARY	Outside Mandate	The complainant alleged that a Court matter regarding an election was unfairly determined. He did not give further particulars.	File closed The Complainant advised the matter is outside the Commission's mandate.
383.	Gikonyo Gateru CAJ/HUD/NYERI/022/31/21-FN	Ministry of Lands and Physical Planning	Outside Mandate	The complainant alleged that OTHAYA/KIAHUGU/480 registered in the name of Joseph Gachuhi Gateru was to be subdivided into three and shared between three brothers but the same was not done.	File Closed. The Complainant was advised to seek legal advice
384.	Monicah Jackline Wambui CAJ/JUD/001/2348/21-FN	Judiciary	Outside Mandate	A complaint that the Judgment in Civil Suit No. 185 of 2009 in the High Court of Kenya at Nairobi was unfair.	Complainant advised to seek legal advice as the matter is

					outside our mandate. File closed
385.	Francis Mainak Kageche CAJ/M.LAN/022/2137/21-FN	Ministry of Lands	Unfair Treatment	A Complaint on behalf of Kageche Warui who alleges that there is injustice regarding a parcel of land LAIPIA/SALAMA/MURUKU BLOCK 4 PEPSI KIENI EAST FARMERS (no better details provided)	Complainant advised to seek legal advice on the legal remedies available as the matter is outside our mandate. File closed
386.	Thaddeaus Lebanon Muchuma CAJ/NCPB/014/368/21-FN	National Cereals and Produce Board	Unfair Treatment	A complaint that NCPB is unfairly evicting the complainant from premises which he is using to conduct research on an innovation that was commissioned by the President. Dispute is pending before the Business Premises Rent Tribunal (Nairobi BPRT No. 555 of 2016)	Complainant advised to seek legal advice on the remedies available as the matter is outside mandate
387.	Giadiesshriogo CAJ/M.IGC/062/1280/21-FN	Public Officer	Abuse of Power	A complaint that the Assistant Chief, Kakamega East Sub County in Kakamega County is intermeddling with the property in land parcel number ISUKHA/SHITOTO No. 688	Complainant advised to seek legal advice as the matter relates to a family dispute. File Closed

388.	Mercy Nyambura & Others CAJ/PO/047/473/21-FN	Public Office	Outside Mandate	A complaint regarding a Court Petition that the complainants are dissatisfied with (no further details provided)	Complainant advised to seek legal advice on the remedies available as the matter is outside our mandate.
389.	WafulaNyongesa David CAJ/TSC/013/2065/21 -FN	TSC	Unfair Treatment	A complaint that the Complainant who was employed by TSC in 2017 and dismissed in 2019. In 2020 he appealed against dismissal (No further details)	Complainant advised to seek legal advice on the remedies available as the matter falls outside mandate.
390.	Arusei & Company Advocates CAJ/M.LAN/022/2173/21-FN	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	A complaint that the Respondent is failing to adhere to a Court Order issued in Judicial Review Misc App No. 690 of 2007 in relation to Property in Ntulele Group Ranch	Complainant advised to seek legal advice on the remedies available as the matter is outside mandate

391.	Anonymous CAJ/IND/020/130/21-SAK	Kenya Institute for Public Policy Research and Analysis (KIPPPA)	Corruption	A complaint against the KIPPPA CEO Dr. Rose Nguji. Complainant alleges that the CEO engages in nepotism and favouritism, corruption and abuse of office are rife. Moreover, she addresses staff in a rude manner at staff meetings using abusive language and staff morale is low as she does not prioritize staff welfare and engages in unfair employment practises including long working hours and holidays without compensation.	Matter referred to EACC
392.	Isaac MoraraManyoni CAJ/POL/015/3941/2021-SAK	National Police Service	Unlawful Official Conduct	A complaint against Magwagwa Police Post. The Complainant alleges that his tea was stolen at the Sav. 10 Magwagwa buying centre under Sangangi factory. The complainant reported to Magwagwa Police Post under OB NO. 09/20/07/2020 and 14/07/12/2020 which to date are yet to be prosecuted.	Matter referred to the Internal Affairs Unit of the National Police Service.
393.	Peter Shikanga CAJ/PE/040/2509/2021-SAK	Private Entity (Kwengu and Co. Advocates)	Unprofessional conduct	A complaint against the advocate firm for misconduct for failing to keep the complainant updated on his matter and failing to pick a date for hearing of the complainant's case in court.	Matter Referred to the Advocates Complaints Commission

394.	Kamau Githio CAJ/M.LAB/017/813/2020- SAK	Ministry of Labour and Social Protection	Manifest Injustice	A complaint regarding the INUA JAMILI fund. The Complainant avers that Kipipiri Sub-County officer in charge of the programme has refused to change the name of a person receiving the money on behalf of an orphan as the previous recipient had passed away.	Matter referred to Ministry of Labour and Social Protection
395.	David Gatimu CAJ/KERRA/006/170/21- SAK	Kenya Roads Authority (KURA)	Inequity	A complaint regarding the workmanship on Joseph Kange the Road, Nairobi. The complainant avers that bitumen surface was uneven and does not allow storm water to flow to the drainage. Finally, after construction debris including boulders have been left on site.	Matter referred to KURA for resolution.
396.	Margaret Wambui Wanja CAJ/M.IGC/062/1290/21- SAK	Ministry for Interior and Coordination of National Government (Area Chief for Kariobangi Location)	Abuse of Office	A complaint against the Area Chief for Kariobangi Location. The complaint alleges that the Chief has colluded with a third party to disposes her of Plot No. 312 at Kariobangi Light Industries Site. This culminated in a boundary fence that she erected being dismantled in favour of the other party. However, the Chief has refused to disclose who the party is and only refer to him as "Kihoro" and	Matter referred to the Nairobi County Commissioner for resolution

				will not even call both parties for an arbitration.	
397.	Conrad Law and Consulting for Nazir TayballiNoordin -SAK CAJ/JUD/001/2388/2021-SAK	The Judiciary	Unlawful Official Conduct	A complaint against the judiciary. The complainant avers that a decree in MCELC Case No. 5 of 2020 was issued on 29 th October 2020 forcing the complainant to appeal against the same on 22 nd February 2021. However, the court file cannot be traced and as such the necessary stay application cannot be heard conclusively.	Matter referred to the Judiciary Ombudsman.
398.	GG Wachira CAJ/JUD/001/2348/2021-SAK	The Judiciary	Delay	A complaint on hearing and determination of Mavoko Criminal Case No. 818 of 2013. The complainant alleges that there has been undue delay in the determination of the matter to his detriment.	Matter referred to the Judiciary Ombudsman
399.	Duncan Kahiga CAJ/PO/047/472/2021-SAK	Public Officer	Abuse of office	A complaint against the MCA for Nairobi South Ward. The complainant alleges that on 25 th March 2021, the officer parked her vehicle on Wabera lane blocking half the road and causing a general nuisance to motorists. Moreover, it is alleged	Matter referred to the Clerk of the County Assembly.

400.	Elida Makumbuko and Others CAJ/PE/040/2551/2021-SAK	Private entity (Advocate)	Outside Mandate	that on her orders, the county enforcement department towed various vehicles from the CBD without any just cause.	Matter referred to the Advocates Complaints Commission
401.	Mercy WakiMwapanga CAJ/PO/047/484/2021-SAK	Public Officer (Mr. Raphael Chola Director of Youth Training in the County OfTaita Taveta)	Corruption	A complaint regarding the conduct of an advocate. The complainants allege that Kshs. 600,000 was awarded to them in Civil Case No. 258 of 2016 and the Advocate has refused to facilitate forwarding of the same.	Matter referred to the County Government of Taita for resolution.
				A complaint regarding the conduct of the aforementioned officer. The complainant alleges that the officer during his tenure at the Principal Youth Training officergravely mismanaged the Subsidised Vocational Training Centre Grant Fund. This has manifested itself in form of; alleged interference with the procurement process wherein youth polytechnic managers are coerced to award contracts to businessmen of his preference and area MCAs without following due process. Afterwards using his authority as the Principal Youth Training Officer, he would coerce	

				<p>respective youth polytechnic managers to effect payments even when deliverables were still pending. Moreover, the officer allegedly authorised withdrawal of monies from the fund using registered business entities under the pretext of effecting payment for goods delivered.</p> <p>The complaint can be confirmed by the internal auditing process that was done on the months of January and February 2021 and unexplained pilferage of this fund was noted.</p>	
402.	MilicahChebosis CAJ/IEBC/026/219/2021- SAK	Independent Electoral and Boundaries Commission (IEBC)	Unfair Official Conduct	<p>A complaint regarding job designation and salary scale reduction. The complainant is an employee of IEBC who alleges that in December 2020, his salary was reduced and his job title changed to Senior Procurement Officer but he was not consulted and he did not apply for the same. Complainant further states that there have been various deductions captured as "Gok overpayment" on his payslip without any reasoning thereon.</p>	<p>Complainant advised that the letter of complaint was correctly addressed to IEBC which is mandated to handle the same.</p>
403.	Joseph Nthianikinyosi CAJ/MSA/PE/040/566/202 1-KC	Private Entity	Outside Mandate	<p>Complainant sought legal advice on an issue of parental neglect by brother-in-law of his 8-year-old minor by declining to</p>	<p>File closed. Complaint referred to the Children's</p>

404.	Gabriel Odongo CAJ/MSA/PE/040/567/202 1-KC	Private Entity	Outside Mandate	Complainant sought advice on a workman injury claim following sustaining an injury at Mitchell Cotts, Mombasa in April 2021. Indicated that he was employed in February 2021 as a loader on casual basis.	pay school fee, taking proper care of the minor. The mother passed away in 2020.	File closed. Complaint referred to the Occupational Safety & Health Officer for further assistance.
405.	Reigh Ezekiel Isafia CAJ/MSA/PE/040/568/202 1-KC	Private Entity	Outside Mandate	Complainant alleged that his employer- PG Security services, Mombasa, has confiscated his original documents- ID, KCSE, KCPE, NHIF, NSSF Cards for no apparent reason. He was employed as a security guard in April 2021 but quit the job on 9.5.2021 albeit without giving notice.	Complainant sought advice on a workman injury claim following sustaining an injury at Mitchell Cotts, Mombasa in April 2021. Indicated that he was employed in February 2021 as a loader on casual basis.	File closed. Complaint referred to Labour office for assistance.
406.	Anonymous CAJ/MSA/CG/KWL/114/1 9/2021-EM	County Government of Kwale	Unfair treatment	A complaint alleging corruption & lack of transparency in the employment/recruitment processes in different departments within the County Government of Kwale.	File closed. Complaint referred to Ethics & Anti-Corruption Commission for advice.	File closed. Complaint referred to Labour office for assistance.
407.	Henry Shaurikaingu CAJ/MSA/PE/040/575/202 1-KC	Private Entity	Outside Mandate	A complaint alleging land ownership dispute over 3 land parcels no. Katoleni/Vishakani/799, 800 & 801 with his neighbours.	Complainant sought legal	File closed. Complainant advised.
408.	Edith EmbwanaMidego	Private Entity	Outside	Complainant sought legal	File closed.	File closed.

	CAJ/MSA/PE/040/576/202 1-KC		Mandate	advice on a matter of withheld pension dues/annuity which her former employer- Inchape Shipping Co. transferred to Liberty insurance. Claimed she wanted the dues paid to her upon termination of her contract which lasted from November 2000 to May 2021.	Complainant advised.
409.	Alfred Amani CAJ/MSA/PE/040/577/202 1-KC	Private Entity	Outside Mandate	Complainant sought legal advice on alleged labour grievances against Reliable Electrical Engineers Co. Limited, Mombasa. The matter was filed in ELRC Mombasa Cause No. 478 of 2018 which upon hearing was dismissed.	File closed. Complainant advised.
410.	Kelvin Owino Mulumba CAJ/MSA/PE/040/578/202 1-KC	Private Entity	Outside Mandate	A complaint alleging professional misconduct against M/s Nabwana & Co. Advocates, Mombasa over withheld clients' money in an employment case against Hakika Transporters Services Co.	File closed. Complaint referred to the Advocates Complaints Commission for resolution.
411.	Kelvin Anunda CAJ/MSA/PE/040/579/202 1-KC	Private Entity	Outside Mandate	Complainant alleges professional misconduct against M/s Kariuki Gathuthi & Co. Advocates, Mombasa over withholding an award of Kshs. 1,287,649/-.	File closed. Complaint referred to the Advocates Complaints Commission for resolution.
412.	James Ndambukini Zioki CAJ/MSA/PE/040/571/202 1-KC	Private Entity	Outside Mandate	Complainant sought legal advice on placing caution on land parcel no.	File closed. Complainant advised.

413.	Samuel Karembwe Jembe CAJ/MSA/PE/040/572/202 1-KC	Private Entity	Civil dispute	Kwale/Mahuruni/1125 alleging invasion by a stranger who was intending to register the title deed in his name. Complainant sought legal advice following a family dispute over division of property of the late Samuel JembeTsuma. Matter pending Mombasa High Court vide Succession Cause No. 42 of 2020.	File closed. Complainant advised.
414.	Margaret Wailukilah CAJ/MSA/PE/040/573/202 1-EM	Private Entity	Civil dispute	Complainant sought legal advice on a civil case filed vide Voi SRM Civil Case No. 218 of 2018. Claimed she was involved in a road traffic accident and sustained varied degrees of injuries. Claimed matter was stayed pending determination of Test Suit No. 87 of 2018 on the same subject matter to avoid duplicity.	File closed. Complainant advised.
415.	Thomas Kakenga Chiphatsi CAJ/MSA/POL/015/432/20 21-KC	National Police Service	Abuse of Power	A complaint alleging police harassment & intimidation by officers from DCIO, Taru police station following a land ownership dispute between him and Hamisi Mwero. Claimed he was summoned to record a statement and his elder brother- Daniel Chiphatsi was arrested on allegations of trespass. Indicated that there was an ongoing court case in Mombasa law court vide	File closed. Complaint was subject of court proceedings.

					Civil Application No. 174 of 2020.	
416.	Salim Athman Salim CAJ/MSA/PE/040/574/202 1-KC	Private Entity	Outside Mandate	Complainant sought legal advice on a matter of a personal loan of Kshs 22,500 he applied for at Select Financial Service Company Mombasa in 2017. Claimed that he had been servicing the loan since then via check off but the company insisted, he still had outstanding balance.	File closed. Complainant advised.	
417.	Josephine Ndindang'ang'a CAJ/MSA/PE/040/581/202 1-KC	Private Entity	Civil dispute	Complainant sought legal advice on a case where she took a loan at Faulu Bank but claimed she was charged an excessive interest rate of 14%.	File closed. Complainant advised.	
418.	Pascal Mzee Nyambu CAJ/MSA/PE/040/582/202 1-KC	Private Entity	Professional misconduct	A complaint alleging professional misconduct against M/s Omondi Waweru & Co. Advocates alleging withholding clients' money in a compensation case filed against Kenya Ferry Services in 2018.	File closed. Complaint referred to the Advocates Complaints Commission for redress.	
419.	Lucy Stephen Baya HUD/KWL/PE/040/22/2021- EM	Private Entity	Outside Mandate	Complainant alleged delay by the Respondent to clear her for graduation allegedly on account of missing marks in 4 units. She was advised that the complaint falls outside the Commissions mandate since Kenya Methodist University is private.	File closed. Complainant advised.	
420.	Regina Ng'onduku Katuthi HUD/KWL/PE/040/23/2021-	Private Entity	Outside Mandate	Complainant sought legal advice on a family dispute	File closed. Complainant	

	EM				between her and her sister in-law upon the demise of her husband in December 2020. Indicated that the sister in-law has taken possession of title deed and she's apprehensive might dispose it without her involvement.	advised.
421.	Omar MwalewaTsuma HUD/KWL/PE/040/24/2021- EM	Private Entity	Outside Mandate		Complainant sought legal advice in a Civil Case No. 2607 of 2018 where upon full hearing, the court awarded him Kshs. 479,111/- as damages but the defendant (Unimos Investment & Logistics Co.) claimed to be bankrupt and hence, could not settle the award.	File closed. Complainant advised.
422.	Omar Gasambi HUD/KWL/PE/040/27/2021- KC	Private Entity	Outside Mandate		A complaint alleging professional misconduct against M/s Njoroge &Katisya Co. Advocates based in Mombasa in Civil Case RMCC No. 234 of 2010 at Kwale law courts. Indicated the advocate failed to pursue enforcement of judgment decree of Kshs. 580,000 awarded as compensation for injuries sustained in a road traffic accident. Eventually, the insurance co- Blue Shield Insurance Co. went under before settling the award.	File closed. Complaint referred to the Advocates Complaints Commission for redress.
423.	Omar MwalewaTsuma HUD/KWL/PE/040/25/2021- EM	Private Entity	Outside Mandate		Complainant sought legal advice on claims of defamation by one, Mumbo Kapthuriza for	File closed. Complainant advised.

					making unsubstantiated claims of having a plan to kill him, which was not true.	
424.	JumaMwazani Daniel Zani HUD/KWL/PE/040/26/2021-EM	Private Entity	Outside Mandate	A complaint alleging professional misconduct by M/s Shem Kebongo & Co. Advocates in Mombasa Civil suit No. 2 of 2017 by withholding compensation awarded to him	File closed. Complaint referred to the Advocates Complaints Commission for resolution..	
425.	Joseph Matheka CAJ/HUD/KWL/JUD/001/6/2021-EM	Judiciary	Delay	A complaint alleging delay in hearing and determination of Kwale Criminal case No. 625 of 2019 where he has been charged with offences of trespass and issuing threats. Indicates matter has been adjourned several times. He is out on bond of Kshs. 10,000 & next Hearing was slated for 22.3.2021.	File closed. Complainant advised.	
426.	Bongo CharoMungumi HUD/KWL/PE/040/29/2021-KC	Private Entity	Outside Mandate	A complaint alleging unprofessional conduct by MMK & Co. Advocates for failing to update their client on case particulars & progress thereof. He was involved in a road traffic accident in 2009.	File closed. Complaint referred to Advocates Complaints Commission for redress.	
427.	Francis Mwaringa Mae HUD/KWL/PE/040/30/2021-KC	Private Entity	Outside Mandate	Complainant sought legal advice on a transaction in which he purchased a piece of land in 2008 but the seller passed away before completion of the transfer process. Indicated, seller's next of	File closed. Complainant advised.	

428.	Mkala Mwabeja Ngazi HUD/KWL/PE/040/32/2021- KC	Private Entity	Outside Mandate	kin sold a portion of the land to 3rd parties. Complainant alleged professional misconduct by Lumatete Muchai & Co. Advocates through withholding client money (Kshs. 350,000) awarded as damages for a road traffic accident that occurred in 1990.	File closed. Complainant advised.
429.	Nyamawi Charo Nyamawi HUD/KWL/PE/040/33/2021- KC	Private Entity	Outside Mandate	A complaint alleging professional misconduct against M/s Jane Abuodha & Co. Advocates, Mombasa, for failing to update/inform Complainant on case status/progress in a civil claim for compensation for injuries sustained in the course of duty at Nyari Sisal Plantation Company.	File closed. Complainant advised.
430.	Said Nyiro HUD/KWL/PE/040/34/2021- KC	Private Entity	Outside Mandate	Complainant sought advice on procedure for application of a PWD identity card at the National Council for PWDs. He indicated that he was a PWD and a member of Gara Disabled Persons Group but yet to get registered with the Council.	File closed. Complainant advised.
431.	Dama Katana HUD/KWL/PE/040/36/2021- KC	Private Entity	Outside Mandate	Complainant sought advice on how to access financial support from the National Development Fund for PWDs. She had a 5-year-old child who was a PWD.	File closed. Complaint inadmissible.
432.	Rashid	Private Entity	Outside	Complainants allege that some	File closed.

	MbarukJuma&Mesaidi Abdalla HUD/KWL/PE/040/37/2021-KC		Mandate	of their family members colluded and sold off land parcel number Kwale/Ukunda/1481 to one, Francisca Kionzo at Kshs. 1,800,000 in January 2021 without their consent.	Complainant advised.
433.	ZawadiMueni HUD/KWL/PE/040/35/2021-KC	Private Entity	Outside Mandate	Complainant sought financial support for her 2 children aged 5 years & 1 year. She is a PWD & is currently unemployed. She was not in a position to afford to enroll her children in school & fend for them.	File closed. Complaint referred to the National Council for PWDs for possible assistance.
434.	MndaluMwero Chombo CAJ/MSA/PE/040/535/2021-KC	Private Entity	Outside Mandate	Complainant alleged professional misconduct by M/s Said ChitembweAdvocates in pursuing a civil case for compensation following the fatal road accident involving his nephew- JumaChinyama in 2002.	File closed. Complainant advised.
435.	Mbodze Chiti Mwachiti CAJ/MSA/M.LAN/022/287/2021-EM	Ministry of Lands & Physical planning	Delay	Complainant alleged that she had a land dispute over an undemarcated parcel of land situated in Kwale County which had been taken away by a person who also claimed ownership of the same parcel of land.	File closed. Complainant advised.
436.	Isaac KitsooNyawa CAJ/MSA/M.LAN/022/277/2021-KC	Ministry of Lands & Physical Planning	Abuse of Office	Complainant alleged collusion and fraudulent dealing at Kilifi lands registry which resulted in the dispossession of their land	File closed. Complaint had been a subject of

437.	William Kivatsi Kimenya CAJ/MSA/M.LAB/017/173/ 2021-KC	Ministry of Labour & Social Protection	Unfair official conduct	<p>parcel Plot No. MN.71/1/IV at Junju location in Kilifi. Claims the plot has now been grabbed by different people.</p> <p>Complainant sought legal advice following the decision of the County Occupational Safety & Health office- Nairobi to recommend zero compensation for injuries sustained at the workplace in 2019. He claimed the initial private doctor who assessed him had established a 6% incapacitation but upon assessment by 2 government doctors, he was found to have fully recovered and hence, 0% incapacitation.</p>	<p>File closed. Complainant advised to seek review through judicial process.</p>
438.	Dickson Wazonga Arwa CAJ/MSA/POL/015/426/20 21-KC	National Police Service	Delay	<p>Complainant alleged delay at Mikindani police station in an alleged defamation incident reported vide OB No. 37/17/2/2021 against his neighbor.</p>	<p>File closed. Complainant advised to pursue matter through a civil claim.</p>
439.	Mwanisha Mahadhi CAJ/MSA/POL/015/434/20 21-KC	National Police Service	Delay	<p>Complainant alleged delay by Mtwapa police station in investigating an incident of threats to life. Dispute pending in court vide Criminal Case No. 969 of 2019 at Shanzu law court but claimed the accused persons were released on bond and have continued to threaten her. In June 2021, she made a further</p>	<p>File closed. Inadmissible.</p>

				report of threats to life at Mtwapa Police station but no action taken.	
440.	AinedRagenO/B Mwembelegeza Community Residents, Mombasa CAJ/MSA/ATI/MLAN/022/ 5/2021-EM	Ministry of Lands & Physical Planning	Access to Information	Complainant alleged denial of information concerning the ownership particulars of Land parcel No. 1475 in Mwembelegeza Scheme, Mombasa County which he claims has been grabbed by a private developer & fenced off despite the fact that the plot was set aside for public utility purpose.	File closed. Information sought was availed upon the Commission's intervention.
441.	MAACS Human Rights Advocacy CBO for Nancy Ochieng CAJ/KSM/ODPP/027/47/2 1-WT	Office of the Director of Public Prosecutions	Improper official conduct	Complaint addressed to the Director of Public Prosecutions alleging obstruction of justice by the Prosecutions officer by secretly rejecting charges thus not taking them to court.	File closed and matter referred to the office of the Director of Public Prosecutions for resolution.
442.	Florence AkinyiOkodero CAJ/KSM/MOICNG/062/1 40/21-WT	Ministry of Interior and Coordination of National Government	Abuse of power	Complaint against the Chief of Nyaguda Location in Bondo Sub-County, Siaya County on allegations of aiding the fraudulent succession proceedings involving land parcel number Siaya/Nyaguda/2490 belonging to the estate of SamwelOdero Olang (deceased) and 2 others.	Files closed and the complainant advised to seek legal advice from a lawyer of their choice on the civil remedies available to address the alleged

443.	John Obwar CAJ/KSM/MOICNG/062/1 41/21-FL	Ministry of Interior and Coordination of National Government	Unresponsive official conduct	A complaint on allegation that the assistant chief, Urii sub-location, Mr. George Owino and the chief, North East Gem Location, Mr. Nelson Owele had refused to issue the Complainant with an introductory letter which would enable the Kenya Forestry department do a crop damage assessment on his trees that had been cut down in January 2021 by his neighbor without his consent. The chief, vide a telephone conversation on 8/4/2021, stated that the complainant's neighbor had a grant of letters of administration for the land in question.	fraudulent succession proceedings. File closed and the complainant advised to seek the intervention of the lands office to ascertain his boundary.
444.	Renson Bulunya CAJ/KSM/POL/015/621/21 -WT	National Police Service	Abuse of power	A complaint on allegation that the Directorate of Criminal Investigations, Shisari Police Station had been constantly harassing the Complainant and threatening him to vacate the piece of land he occupies.	File closed. Complainant advised to raise the matter with the Independent Policing Oversight Authority for investigation.
445.	Wilson Ongaya Saunya CAJ/KSM/M.LAN/022/428/	Ministry of Interior and Co-ordination	Abuse of power	A complaint on allegation that Mr. James Otinyo, the Assistant	File closed and the

	21-FL	of National Government			Chief of Ebusiekwe sub-location in Vihiga County, illegally altered a land boundary of land parcel number West Buryore/Ebusiekwe/2132 which was originally West Buryore/Ebusiekwe/806 purporting to be a government surveyor.	Complainant advised accordingly to report the case of fraud to the nearest police station for assistance as the Commission's jurisdiction is limited in criminal matters.
446.	Benard Musyokissendege YO CAJ/KPA/004/493/21-JMM	Kenya Ports Authority	Outside mandate		Complainant alleges that Kenya ports Authority has brought up a case of forgery against him. Complainant advised that the complaint falls outside mandate of the Commission.	File closed. Outside mandate.
447.	Patrick Rimiruugia CAJ/GRE.UN/013/2095/21-JMM	GRETA University	Delay		The complainant alleges that he was a lecturer at GRETA University which has failed to pay his dues. Complainant was advised that the complaint is inadmissible as it relates to a private entity.	File closed. Outside mandate.
448.	David Peter Muchiri CAJ/JUD/001/2383/21-JMM	Judiciary	Unfair official conduct		The complainant alleges that his parcel of land was grabbed by people known to him and the matter is in court.	File closed. Outside mandate.
449.	Paul Githuku CAJ/PO/047/480/21-JMM	Ministry of Interior and Coordination of National	Administrative Injustice		The complainant alleges that his area assistant chief is discriminating against members	File closed. Complaint addressed to

		Government		who are not from her ethnic background. The complaint was addressed to the right office, Ministry of Interior and Coordination of National Government.	the right office.
450.	NyandwaroBoyani Advocates CAJ/POL/015/3984/21- JMM	National Service Police	Unfair official conduct	The complainant alleges that his client's grandchild was picked up by police and the whereabouts of the minor is unknown. The complaint was addressed to the right office, Ministry of Interior and Coordination of National Government. Kindly make a follow-up with them.	File closed. Complaint addressed to the right office.
451.	Francis Saka Kundu CAJ/M.AGRI/014/372/21- JMM	Ministry of Agriculture	Unfair official conduct	The complainant alleges that he was wrongly dismissed from service.	File closed. Complainant advised.
452.	KEDA Insurance Agencies CAJ/IRA/000/1362/21- JMM	Insurance Regulatory Authority	Outside Mandate	The complainant alleges that CIC Insurance company has refused to pay them their commission.	File closed. Complainant advised.
453.	MAACS Human Rights Advocacy CBO for Rukia Mohammed CAJ/KSM/ODPP/027/48/2 1-WT	Office of the Director of Public Prosecutions	Incompetence	Complaint addressed to the Director of Public Prosecutions by the officer attached to the Director of Public Prosecutions in prosecuting Tamu PMCCR Case No. 435 of 2019 leading to its dismissal.	File closed and matter referred to the office of the Director of Public Prosecutions for resolution.
454.	Anastasia Njuguna CAJ/JUD/001/2343/21-	The Judiciary	Administrative Injustice	The complainant alleges that she is the mother to a minor in Kandara Criminal Case No. 5 of	We referred the matter to the Judiciary

	JMM				2021, R v Joseph Kamande Mwangi. The Accused is facing a charge of defilement and some of the crucial documents such as medical report have not been included as part of evidence.	Ombudsman for resolution.
455.	OduorSiminyu & Advocates CAJ/MSA/POL/015/419/20 21-EM	Co. National Service	Police	Delay	A complaint alleging delay by Nyali Police Station, Mombasa County, in concluding investigations in an accident case involving Motor Vehicle Registration No. KCV 383A AUD- Q5 that occurred on 1 st September 2020.	Referred to the Office of Director of Public Prosecution for redress.
456.	Japheth Mumbo Kahindi CAJ/MSA/PE/040/539/202 1-KC	Private Entity		Outside Mandate	Complainant alleges delay and/or refusal by KenKazi Sacco to refund his shares of Kshs. 160,000 since April 2020. He withdrew his membership in April 2020 but to date, he claims to have not been paid.	Referred to the Ministry of Industrialization, Trade & Enterprise Development-State department of Cooperative Societies for redress.
457.	Shadrack Magana CAJ/MSA/POL/015/421/20 21-EM	Angolo National Service	Police	Abuse of power	Complainant alleged arbitrary arrest and impounding of his Motor Vehicle Reg. No. KCU 482C, Nissan Serena by police officers from Milkindani police station, Mombasa County on claims of involvement in attempted robbery which he disputed.	Referred to the Internal Affairs Unit for redress.

458.	Aggrieved Members, Hewani Sacco CAJ/MSA/PE/040/537/202 1-KC	Private Entity	Outside Mandate	Complainants alleged mismanagement of member's funds by Hewani Sacco officials over a period of time. Matter addressed to the State Department of Cooperative Societies vide letter dated 29.10.2020 for redress.	Referred to the Ministry of Industrialization, Trade & Enterprise Development for redress.
459.	Fatuma GosiNzaka & 3 Others (Hussein Mwadziwe) CAJ/MSA/M.ICG/062/284 /2021-KC	Ministry of Interior & Coordination of National Government	Abuse of Power	Complainants alleged to have been assaulted by the Chief, Rabai location together with the Village elder on 13.2.2021 at around 7.30pm over accusations of illegal sand harvesting which she refuted. She sought treatment at Mariakani Sub-County hospital & went to report incident at Rabai Police Post but stated that she was not assisted.	Referred to the OCS, Rabai police station for appropriate assistance to inform due process of the law.
460.	Rajab JumaMwandeje CAJ/MSA/M.EDU/013/120 /2021-KC	Ministry of Education	Delay	Complainant alleged that he was not paid for the months of December 2020, January 2021 and unpaid leave for 2018, 2019 & 2020 by the school management of Magongo Primary School, Mombasa where he worked as a caretaker. Stated that he was employed in December 1992. Further claimed underpayment of salary of (Kshs. 7,300) which was below the minimum wages order.	Complaint referred to the Sub-County Director of Education, Changamwe since his office was already seized of the matter.
461.	Dickson Agogo Okoth CAJ/MSA/CG/T-	County Government of	Delay	Complainant alleged delay in addressing his complaint on	Referred to the County

	TVT/093/2/2021-KC	Taita Taveta			unpaid salary for the months of May & June 2020 in which he complained that the County Human Resource Officer maliciously removed his name from the payroll before his retirement due date of 30.6.2020.	Public Service Board, Taita Taveta for exhaustion of internal review mechanism.
462.	Veronica Njeri Mburu CAJ/MSA/PE/040/547/2021-KC	Private Entity	Outside Mandate	Complainant alleged professional misconduct by M/s Wambua Kilonzo & Co. Advocates in Malindi Civil case No. 273 of 2016 by withholding clients' money upon determination of the case in her favour. Court awarded her compensation of Kshs. 5,005,720/ for injuries sustained in a road traffic accident in 2016 along Mpeketoni-Malindi highway.	Referred to the Advocates Complaints Commission for redress.	
463.	Albert Mwangawe Baya CAJ/MSA/JUD/001/386/2021-KC	Judiciary	Delay	Complainant alleged delay in rendering judgments in land cases Nos 87 of 2010, 88 of 2010 and 89 of 2010 at Kizurini law court, Kaloleni. Indicates the respective court files are in the possession of the magistrate who heard the matters but was transferred before delivering judgments.	Referred to the Office of Judiciary Ombudsman for internal redress.	
464.	Anthony Mwananzozo CAJ/MSA/M.ICG/062/286/2021-KC	Ministry of Interior & Coordination of National Government	Abuse of Office	Complainant alleged several issues against the Assistant Chief, Mareeni sub-location in Kilifi. They range from soliciting for bribes, abuse of office, alleged	Referred to the Ministry of Interior for redress through	

				defilement among others.	internal channels.
465.	Geoffrey Arasa CAJ/MSA/M.TRA/004/117/ 2021-KC	Kenya Railways Corporation	Unfair treatment	Complainant alleged that he was denied access to a public road that connects to the Standard Gauge Railway station in Mirini on 3.3.2021 without any justifiable cause.	Referred to the Kenya Railways management for internal redress.
466.	Choga Tsuma CAJ/MSA/M.LAB/017/167/ 2021-KC	Ministry of Labour & Social Protection	Delay	Complainant alleged that he was injured in the course of duty in January 2021 while transporting goods along Eldoret-Webuye highway. The incident was reported at Eldoret police station vide OB No.16/5/1/2021 but claimed the employer did not report the workman injury to Occupational Safety Health Office as required. Further claimed to have been denied the DOSH 1 form.	Referred to the County Occupational Safety & Health office for redress.
467.	Visram Gulam Hussein CAJ/MSA/NSSF/017/168/2 021-KC	National Social Security Fund	Delay	Complainant alleged delay in processing of his benefits which he applied for on 9.10.2020. His National Social Security Fund Membership No. is 083997024.	Referred to the NSSF Branch Manager, Mombasa for redress.
468.	Isaac Karimi CAJ/MSA/M.EDU/013/123 /2021-KC	Teachers Service Commission	Administrative Injustice	Complainant alleged non-compliance of a medical report issued in December 2020 by a Clinical Psychologist that recommended his redeployment in a tertiary institution as opposed to his current station-	Referred to the Teachers Service Commission for redress through internal

					AldinaVisram High school, Mombasa due to a mental health problem. Claimed the Sub-County TSC Director, TSC Human Resource office & Principal, AldinaVisram school had not complied to date.	channels.
469.	Mohamed Mwakuyala O/B the Wendo's Family, Kwale CAJ/MSA/M.EDU/013/123 /2021-KC	Ministry of Education	of	Delay	A complaint alleging that the Wendo's family excised a portion of land- 5 acres for purposes of construction of Mwangwei Primary School & Mwangwei Dispensary- both public facilities in Lungalunga in 2018. A joint committee comprised of officials from the School & Dispensary attended a meeting on 2.11.2018 where the 2 facilities committed to pay 280,000 each but to date, the amount had not been settled.	Referred to the Ministry of Education for redress through internal channels.
470.	Rispaakoith Ouko CAJ/MSA/M.LAB/017/170/ 2021-EM	Ministry of Labour & Social Protection		Unfair treatment	Complainant alleges that she is the caregiver of 2 minors (orphans)- AO & KO aged 13 and 12 years respectively. She alleged that she used to receive a stipend through the Children's office in Kisauri but the beneficiary card was taken away & handed over to Christabel Atieno.	Referred to the Sub-County Children officer- Kisauri for redress.
471.	Changamwe Old Estate Residents CAJ/MSA/CG/MSA/068/1	County Government of Mombasa		Unfair treatment	Complainants raising concerns as Project Affected Persons (PAPs) on the proposed Urban	Referred to the County Chief Officer,

	25/2021-KC				Renewal & Regeneration Housing programme. Alleged lack of adequate public participation and information on the plan, proposed rents, duration of the project among others.	Land Planning & Housing Department, Mombasa County Government for redress.
472.	Duncan Mwangi Odhiambo CAJ/MSA/M.EDU/013/125/2021-KC	Ministry of Education	Unresponsiveness		Complainant alleged lack of feedback by the Principal, Mwangi Secondary school, Taita Taveta to his application for transfer of his son to the school. Indicated that he paid Kshs. 5,000 as admission fee but his son was subsequently denied a chance at the school and the amount not refunded.	Referred to the Sub-County Education office for redress through the Ministry's internal channels.
473.	OduorSiminyu & Co. Advocates CAJ/MSA/POL/015/431/2021-KC	National Police Service	Abuse of Office		Complainant alleged that the police impounded his client's Motor Vehicle Reg. No. KDA 638V, Make-Mazda CX5 at Urban police station, Mombasa County without any lawful cause.	Referred to the Internal Affairs Unit for redress through internal channels
474.	Munir Sketty CAJ/MSA/JUD/001/391/2021-KC	Judiciary	Improper Conduct		Complainant alleged improper conduct by Hon. Rita Amwai in Mombasa Criminal Case No. 453 of 2019 where he was the complainant. Alleges the magistrate did not afford him fair chance to give his testimony, intimidated him & even threatened to lock him up.	Referred to the Office of the Judiciary ombudsman for internal redress.
475.	Dixon Odongo Ofieno	Kenya Marine & Administr	Administr		A complaint alleging unfairness	Referred to

	CAJ/MSA/M.AGR/014/16/ 2021-KC	Fisheries Research Institute	Active Injustice	in the disciplinary process on allegations of gross misconduct which he refuted. Claimed he was dismissed summarily and appealed to the Kenya Marine & Fisheries Research Institute Board which ordered his reinstatement but on condition that he takes a lower rank.	the Public Service Commission for redress.
476.	RizikiMbaruk Mohamed CAJ/MSA/PE/040/580/2021-KC	Private Entity	Outside Mandate	Complainant, a former employee of Postal Corporation of Kenya, sought advice on how to pursue a claim of delay by Postmail Sacco to refund her shares worth Kshs. 193,500.	Referred to the Ministry of Industrialization, Trade & Enterprise Development for redress.
477.	Harrison Ngazi HUD/KWL/PE/040/28/2021-KC	Private Entity	Outside Mandate	Complainant alleges to have been involved in a road traffic accident in 2019 while in the course of duty. Indicated that the matter had not been reported at Occupational Safety & Health office for further action.	Referred to the Occupational Safety & Health office for assistance.
478.	Benedict Mghanga c/o Vindo Multipurpose Cooperative Society HUD/WND/CG/T.TVT/093/ 2/2021-KC	County Government of Taita Taveta	Abuse of Power	A complaint that the Member of County Assembly, Mbololo ward had grabbed a parcel of land that was donated by Vindo Multi-purposes Cooperative Society for purposes of setting up public utilities for common good. Alleged that the MCA had built residential house on the plot despite public outcry.	Referred to the National Land Commission for redress.
479.	KisemeiMutitsya	Mount Kenya	Unlawful	Complainant alleged that he	Referred

	CAJ/MKU/013/2048/21-V.O.K	University	official conduct	reported a case regarding fraudulent award of a PhD degree by the Respondent to a student and sought all relevant information regarding the matter but the same was not supplied. This complaint was referred to the ATI department.	
480.	John Mark Karimi CAJ/JUD/001/2382/21-V.O.K	Judiciary	Delay	Complainant alleges delay in hearing and determination of Nkubu Law Court land case number 53 of 2017. The complaint was referred to the Judiciary Ombudsman for resolution.	Referred to Judiciary Ombudsman for resolution.
481.	Charles LuchiyvaChanjalia CAJ/JUD/001/2351/21-V.O.K	Judiciary	Delay	Complainant alleges delay in hearing and determination of Kakamega ELRCC No. 314 of 2015. The Complaint was referred to the Judiciary Ombudsman for resolution.	Referred to Judiciary Ombudsman for resolution.
482.	Anonymous CAJ/PO/047/477/21-V.O.K	Public Officer	Unlawful official conduct	Complainant alleges that the Director General, Kenya Rural Roads Authority was irregularly appointed and that he receives kickbacks for tenders, bullies contractors and violates procedures of the Public Procurement and Asset Disposal Act.	Referred to Chairperson, Kenya Rural Roads Authority for resolution.
483.	NicasioKaraniMigwi CAJ/DCI/015/3924/21-V.O.K	Directorate of Criminal Investigations	Unresponsive official conduct	Complainant alleges that the Respondent has not provided him with a clean police clearance certificate. Both the	Referred.

					judiciary and the police state that they have no record touching on his acquittal. This file was referred to ATI Department.	
484.	Martin Wachira CAJ/M.LAN/022/2128/21- JMM	Ministry of Lands and Physical Planning	Unresponsiveness		The complainant alleged that Murang's lands registry has declined to issue a search.	Ongoing inquiry.
485.	Concrade Jacob Ojiambo CAJ/ODPP/027/241/21- JMM	Director of Public Prosecutions	Delay		The complainant alleged that his matter has taken quite a while in court without being resolved.	Ongoing inquiry.
486.	Bob Oliver Anyasi CAJ/M.ENE/021/526/21- JMM	Kenya Power and Lighting Co.	Outside mandate		The complainants alleged that they are former employees of Kenya Power who were unfairly dismissed from service in that no witnesses were summoned to testify and therefore they were not offered a chance to cross-examine. They further allege that the panel that heard their cases was not properly constituted.	Ongoing inquiry.
487.	Joel Momanyi Mogere HUD/KSI/M.LAN/022/67/21- WT	Ministry of Lands & Physical Planning	Manifest injustice		Complainant alleging that in September 2018, he applied to the Nyanira Lands registry for the subdivision of Land Parcel No. West Mugirango/Siamani/3025 in to five parcels to be registered in his name and those of his four sons. That he later learnt that the land was subdivided into nine parcels and the titles issued to one person, namely Vincent	Initiated inquiry which is still ongoing.

488.	Thomas Mathias Kudwori CAJ/KSM/POL/015/622/21 -WT	National Service Police	Unresponsive official conduct	Complaint alleged failure by the Regional Police Commander, Western Region to lift his interdiction and reinstate him to work after he was acquitted in Eldoret CMC Criminal case number 3620 of 2019. He was acquitted on 18 th September 2021 and no administrative proceedings had been initiated against him.	Initiated an inquiry which is still ongoing.
489.	Philip Willy Bukusu Owade CAJ/KSM/PEN/000/100/21 -WT	Pensions Department	Delay	Complaint alleging delay by the Pensions Department to release the complainant's pension, APN 341836. He retired from the service of the Ministry of Public Works in July 2020 and his monthly pension was paid on 31 st March 2021, without the lump sum.	Initiated an inquiry which is still ongoing.
490.	Victor Odhiambo CAJ/KSM/ROADS/006/8/2 1-WT	Kenya Highways Authority	Inefficiency	Complaint alleged failure by the Kenya National Highways Authority to compensate him for damage to property occasioned by the construction of Kisii-Ahero	Initiated an inquiry which is still ongoing.

491.	Erick Onyango on behalf of Edinah Aieno CAJ/KSM/POL/015/623/21-WT	National Service Police	Improper official conduct	Complaint alleged failure by Ukwala Police Station to investigate an offence reported vide OB No. 11/14/4/2021. That the police arrested the accused, Caroline Achieng, on 22 nd May 2021, but subsequently released her without any charges.	Initiated an inquiry which is still ongoing.	
492.	Vivienne Wendy OyierCAJ/KSM/M.LAN/022 /434/21-WT	Ministry of Lands & Physical Planning	Unlawful official conduct	Complaint alleged that her late mother's properties Land Parcels Kisumu/Kogony 3449 & 3450 were transferred fraudulently to third parties on 31 st March 2009 and 19 th December 2013 respectively, yet her mother died in 1996. That they are not aware of any succession proceedings in the estate and efforts to obtain information from the Kisumu Land Registrar on the transfers had been unsuccessful.	Initiated an inquiry which is still ongoing.	
493.	Kisumu Citizens Oversight Alliance (KICOA) CAJ/KSM/CG/KSM/051/12 6/21-WT	County Government of Kisumu	Improper official conduct	Complaint alleged that the process leading to the establishment of two village councils by the County Government of Kisumu was opaque and hidden from the public as the village administrators singlehandedly	Initiated an inquiry which is still ongoing.	

494.	Beatrice Nyaboke Nyarindo CAJ/KS M/POL/015/619/21-WT	National Police Service	Delay	selected and submitted the names of the village councils. That the individuals appointed to the village councils had not been disclosed to the public and the village administrators undertook their public duties in a manner that did not reflect the standards of transparency and public participation as required in public service.	Inquiry initiated which is ongoing.
495.	Protus Barasa Nasiswa HUD/BGM/M.LAN/022/65/21-WT	Ministry of Lands & Physical Planning	Delay	Complaint alleging delay by Kisii Police Station in investigating a case regarding fraudulent land dealings affecting LR No. West Kitutu/Bogusero/2246. The case was reported to the station on 14 th May 2020, vide OB No. 60/14/05/2020. An inquiry was initiated with the Directorate of Criminal Investigations on 8 th February 2021 and the investigating officer called the office in June 2021 with an update on the status of the investigations. He promised to provide an update upon final conclusion of the investigations.	Inquiry initiated which is ongoing.

				Advocates, namely Omundibw'onchiri Advocates, applied for the green card on 6 th August 2020.	
496.	Samuel Nyabute CAJ/KSM/M.LAN/022/430/ 21-WT	Ministry of Lands & Physical Planning	Inefficiency	Complaint against Rachuonyo Land Registry alleging inefficiency and discourtesy in service delivery.	Complainant requested to provide further details of the complaint as the same were insufficient to initiate an inquiry.
497.	Anonymous CAJ/KSM/M.EDU/013/338/ 21-WT	Public Officer	Abuse of Power	Complaint against the Quality Assurance and Standards officer, Kisumu West Sub-County, Ms. LetenciaAwino Okello on allegations of coercion and abuse of power. In particular, that the officer introduced the practice of contributions by ECDE teachers in the event of the death of an ECDE teacher from the sub-county and that teachers who are unable to contribute are threatened and coerced with summons by the Directorate. Further, that the officer demanded facilitation in the form of transport from the teachers during her visits to the ECDE centers for assessment, yet this is part of her duty and ought	Inquiry initiated which is ongoing.

498.	Moses OmuyomaCAJ/KSM/CG/ VIHIGA/077/19/21-WT	Public Service Commission	Delay	to be facilitated by the Government and teachers who complained were threatened and victimized. Complaint alleging delay by the Public Service Commission to hear and determine an appeal filed on 30 th June 2020 against the decision of the County Government of Vihiga to re-designate the Complainant to Job Group J from Job Group N.	Inquiry initiated which is ongoing.
499.	Michael JumaMunoka CAJ/KSM/TSC/013/339/21- FL	Teachers Service Commission	Delay	A complaint on allegation that Teachers Service Commission had delayed in paying gratuity after the expiration of Complainant's 3-year teaching contract as an Approved Teacher I, Job Group L, TSC No. 157547.	Initiated an inquiry which is still ongoing.
500.	Wickliffe WanzalaAkwanga CAJ/KSM/JUD/001/432/21 -WT	Judiciary	Unresponsive Official Conduct	Complainant alleges that he was charged with an offence of robbery c/s 296 (2) of the Penal Code Cap 63, Laws of Kenya in Bungoma Magistrates Court Cr. Case No. 819 of 2013 and that he lodged his appeal with the High Court of Kenya at Bungoma in 2018 and that he had never been updated on the status of his appeal.	Initiated an inquiry which is still ongoing.
501.	Fred WekesaWanyonyi	Judiciary	Delay	Complainant alleges that he was	Initiated an

	CAJ/KSM/JUD/001/433/21 -FL			charged with an offence of robbery with violence c/s 296 (2) of the Penal Code, Cap 63 in Cr. Case No. 1631 of 2012 at Kimilili Law Courts. He lodged his appeal with Bungoma High Court and was assigned CR. Appeal No. 80 of 2015 but had never been issued with a hearing date.	inquiry which is still ongoing.
502.	Jason Opati CAJ/KSM/JUD/001/434/21 -WT	Judiciary	Delay	Complainant alleges that he was charged with an offence of defilement c/s 8(1) and 8(2) of the Sexual Offences Act No. 3 of 2006 in Cr. Case no. 849 of 2014 at Maseno Law Courts. He was convicted to life imprisonment. He then lodged his appeal with the Kisumu High Court and was assigned HCCRA No. 73 of 2018 but had never been issued with a hearing date.	Initiated an inquiry which is still ongoing.
503.	George Oiro CAJ/KSM/JUD/001/429/21 -FL	Judiciary	Delay	Complainant alleges that hearing of his case had been delayed due to persistent adjournments of murder case file No. HC 27/ Kisumu in Kisumu Law Courts.	Complainant advised to raise his concerns with the court in the next hearing date and update the Commission on the

504.	Abdul LongolanEwoi CAJ/KSM/JUD/001/436/21 -WT	Judiciary	Delay	Complainant alleges that he was charged with the offence of murder c/s 203 as read with section 204 of the Penal Code Cap 63, Laws of Kenya. He was convicted to suffer death penalty in criminal case no. 37 of 2006 at Bungoma High Court. He lodged his first appeal in Kisumu Court of Appeal and had never received any information on the status of his appeal since 2010.	progress. Initiated an inquiry which is still ongoing.
505.	David Eriamaimutoka CAJ/KSM/JUD/001/437/21 -FL	Judiciary	Inefficiency	Complainant alleges that he was charged and convicted with the offence of robbery with violence contrary to section 292 (2) of the Penal Code Cap 63, Laws of Kenya in Webuye Law Courts in criminal case no. 590 of 2003. He lodged his first appeal in 2004 in Bungoma High Court and the conviction was upheld. He then lodged a second appeal in Kisumu Court of Appeal in 2019 and was issued with a Court of Appeal no. 121 of 2019. However, when he wanted to file his record of appeal, he was informed that the proceedings of the high court and lower court were missing.	Initiated an inquiry which is still ongoing.
506.	Pamela	Bala Pensions	Delay	Complaint alleging failure by the	Initiated an

	CAJ/KSM/PEN/000/96/21-WT	Department			Pensions Department to process and pay benefits to the estate of the late Peter Osogoo Odhiambo, TSC Number 336168, having applied for the same in December 2020.	inquiry which is still ongoing.
507.	Peter Odhiambo Ndire CAJ/KSM/M.LAB/017/141/ 21-WT	Ministry of Labour and Social Protection	Delay		A complaint on allegation that the Kisumu County Labour Officer had delayed to give a way forward over a complaint lodged with the Labour office against Atlantic Group Security on 28th December 2020.	Initiated an inquiry which is ongoing.
508.	Boyiwepukhulu HUD/BGM/M.LAB/017/27/ 21-FL	Ministry of Labour and Social Protection	Manifest Injustice		Complainant alleges that he is a beneficiary of the Inuajamii Programme (Old People Cash Transfer) but his payment was only remitted once in 2015 in his bank account with KCB. Despite several follow ups with the officers in charge, he has never been reinstated and paid dues owing from 2015.	Initiated an inquiry which is still ongoing.
509.	Ogaja Odhiambo Ogaja CAJ/KSM/CG/SYA/074/18 /21-WT	County Government of Siaya	Manifest Injustice		Complainant alleges that the County Government of Siaya had declined to adjust the tax exemption issued by the Kenya Revenue Authority to his payslip since 28th October 2020 when he brought the same to the attention of his employer. He is a Person with Disability registration number NCPWD/P/4431332. He	Initiated an inquiry which is ongoing.

510.	Wyclife Omondi Oloo CAJ/KSM/M.LAN/022/432/ 21-FL	Ministry of Lands and Physical Planning	Delay	Complainant alleges delay by the Kisumu Land Registrar to issue him with a green card for parcel number Kisumu/Kochieng/3144. He applied for the Green card in April 2021.	wants compensation and review of his payslip.	Complainant advised to follow up with the lands registry and update the Commission.
511.	David Simiyu Wanyama CAJ/KSM/JUD/001/443/21 -WT	Judiciary	Delay	Complainant alleges that he was charged with the offence of defilement c/s 8(1) as read with s 8 (4) of the Sexual Offences Act in Criminal Case No. 40 of 2016 at Bungoma SRM Court and appealed vide HCCR Appeal No. 93 of 2018 at Bungoma. That he had never been given a hearing date for his appeal.	Complainant initiated an inquiry which is still ongoing.	
512.	Danstan Odhiambo CAJ/KSM/PEN/000/98/21- FL	Pensions Department	Inefficiency	A complaint on allegation that the Pensions Department credited the wrong bank account with the pension benefits of his late mother, Florence Adhiambo Agik, APN/PC0000126904 in 2019. The amount kshs. 906,075.6 and monthly remittance of Ksh. 10,003 for 7 months (Jan-July 2019) were sent back to the Department who were to remit it to the correct account.	Initiated an inquiry which is ongoing.	

513.	Emilly A. Odhiambo CAJ/KSM/PEN/000/99/21- WT	Pensions Department	Inordinate delay	A complaint on allegation that the Pensions Department had delayed to remit widows benefits to the Complainant's mother Rose Atieno Jauga for Dickson Jaugo Ogila-APN/PC57899 despite her filing the declaration forms in 2012 together with her co-wife who was receiving her dues.	Initiated an inquiry which is still ongoing.
514.	David Kipngeno Mursoy CAJ/KSM/KPLC/021/55/21- -FL	Kenya Power and Lighting Company	Unresponsive official conduct	Complainant alleges that Kenya Power and Lighting Company failed to separate meters in his premises by installing prepayment metering system in Plot No. 106 Huruma, Londiani Township despite him paying for the service in 2018.	Initiated an inquiry which is still ongoing.
515.	Sarmwel Ouma Odede CAJ/KSM/PEN/000/95/21- WT	Pensions Department	Improper conduct	Complainant alleges that the Pensions Department of his pension dues in August 2018 without clear reasons yet he is still alive.	Initiated an inquiry which is ongoing.
516.	Musungu Pekke and Co. Advocates CAJ/KSM/M.LAN/022/427/ 21-FL	Ministry of Lands and Physical Planning	Abuse of power	A complaint on allegation that the Kisumu Lands Registrar, Mr George Nyangweso allowed an illegal subdivision of land parcel number Kisumu/Dago/424 belonging to their client Mr. Samuel Aboge Obiero. The subdivision created new titles	Initiated an inquiry which is ongoing.

517.	Christopher Ayugi CAJ/KSM/M.LAN/022/429/ 21-WT	Ministry of Interior and Co-ordination of National Government	Abuse of power	Kisumu/Dago/2555 and 2556.	A complaint on allegation that the Assistant Chief of Raga Sub-location, Central Karungu Location in Migori County, Mr Samuel Omari Kassam has grabbed different parcels of land and harassed several community members of Kachieng 'A' Land adjudication section within Raga Sub-location one of them being the Complainant.	Initiated an inquiry which is ongoing.
518.	Patrick SimiyuMakhanu CAJ/KSM/JUD/001/447/21 -FL	Judiciary	Delay	Complainant alleges that he was charged with the offence of defilement contrary to section 8(1) (4) of the S.O.A No. 3 of 2006 in Cr. Case No. 2020 of 2014 in Bungoma PMs Court. He lodged his first appeal in Bungoma HCCRA No. 189 of 2016 and a second appeal in the COA Kisumu and his case has never been heard neither has he been issued with an appeal number.	Initiated an inquiry which is still ongoing.	
519.	Charles Amukunya CAJ/KSM/JUD/001/444/2 1-WT	Judiciary	Delay	Complainant alleges that he was convicted in CRC No. 34/2017 at Butere SRM court and HCCRA No. 134/2018 at Kakamega High Court. That he lodged his notice of appeal at Kisumu COA but	Initiated an inquiry which is still ongoing.	

520.	Fred Wanjala Patrick CAJ/KSM/JUD/001/445/21 -FL	Judiciary	Delay	has never been issued with an appeal number and a hearing date.	Initiated an inquiry which is still ongoing.
521.	Innocent OrwaroMasia CAJ/KSM/JUD/001/446/21 -WT	Judiciary	Delay	Complainant alleges that he was convicted of an offence of defilement contrary to section 8(1) (2) of the S.O.A No. 3 of 2006 in CRC No. 27/2019 at Rongo SRM court. That he lodged his first appeal at Migori High Court but has never been issued with an appeal number and a hearing date. He wants to be issued with the appeal number and a hearing date.	Initiated an inquiry which is ongoing.
522.	Paul Njenga CAJ/KSM/IRA/000/101/21- FL	Insurance Regulatory Authority (IRA)	Delay	Complainant alleges that he lodged his complaint with IRA in 2019 against AMACO Insurance for collection of Ksh 1,785,514	Initiated an inquiry which is still ongoing.

523.	Samson Otieno Adorn CAJ/KSM/M.LAN/022/435/ 21-WT	Ministry of Lands and Physical Planning	Manifest Injustice	which sum he was awarded in Bungoma CMC 322/2009, Paul Njenga vs Bernard Ogola & another.	Complainant alleges that he is the registered proprietor and title deed holder of land parcel number Kisumu/Kadongo/543 and that another individual was issued with a title deed for the said property by the Kisumu lands office. He wants the fake title deed revoked.	Complainant requested to provide better particulars. i.e. copy of his title deed and an official search certificate.
524.	Esther Boke CAJ/KSM/NSSF/017/142/2 1-FL	National Security (NSSF)	Manifest injustice	Complainant alleges that her remittance to NSSF of Ksh. 54,960.70 was withdrawn on 25/05/2005 without her knowledge and she was not the recipient.	Initiated an inquiry which is ongoing.	
525.	Charles Ongaro Nyakweba CAJ/KSM/CG/HBY/071/8/ 21-WT	County Government Homabay	Delay	Complainant alleges that he is an employee of the County Government of Homabay. Being a PWD, his years of service were extended by five years upon attainment of 60 years in 2019. His salary has never been paid from January 2020 to date.	Initiated an inquiry which is still ongoing.	
526.	Jeremiah Ochieng CAJ/KSM/HELB/013/342/2 1-WT	Higher Loans (HELB)	Delay	Complainant alleges that he was awarded a loan of Ksh 45,000 by HELB in 2019, unfortunately his loan statement does not	Complainant requested to provide better particulars. i.e.	

				<p>correspond to the awarded amount. It shows Ksh. 45,328.50. He wanted HELB to reconcile his statement, refund the over deduction and issue a stop order.</p>	<p>total loan amount he has refunded to HELB, the over deducted amount by HELB and any other relevant information and document.</p>
527.	Rodgers Mulongolunani & Michael Wasike HUD/BGM/POL/015/104/2 1-FL	National Service Police	Delay	<p>Complainants allege that the DCI Kimilili Sub County, Bungoma County has delayed to update them on the outcome of the investigations to a murder case that they lodged at the station vide OB Number 23/9/01/2021.</p>	<p>Initiated inquiry which is ongoing</p>
528.	Frank Turo CAJ/KSM/JUD/001/425/21 -FL	Judiciary	Delay	<p>Complainant alleges that the Kisumu High Court has delayed to furnish proceedings for Criminal Case Number 28 of 2013 which has delayed the hearing of his Appeal filed at the Kisumu Court of Appeal Criminal Appeal Number 157 of 2017</p>	<p>Initiated inquiry which is still ongoing</p>
529.	James Langomuseve CAJ/KSM/JUD/001/427/21 -FL	Judiciary	Delay	<p>Complainant alleges that the Kakamega High Court has delayed to furnish proceedings for Criminal Case Number 176 of 2005 which has delayed the hearing of his Appeal filed at the Kisumu Court of Appeal Criminal</p>	<p>Initiated inquiry which is still ongoing</p>

				Appeal Number 206 of 2010	
530.	Michael OpukaManyo CAJ/KSM/JUD/001/428/21-FL	Judiciary	Unresponsive official conduct	Complainant alleges that the Kisumu Court of Appeal has failed to update him on the progress of the appeal he lodged against the decision of the Kakamega High Court in Criminal Appeal Number 39 of 2008	Initiated inquiry which is ongoing
531.	Onyango Otunga & Company Advocates CAJ/KSM/MOICNG/062/139/21-FL	Ministry of Interior & Coordination of National Government	Abuse of power	Complainant alleges that the Assistant Chief Kochieng Sub Location, Kisumu County has unlawfully used her power change boundaries on land parcel number Kisumu/Kochieng/2643 registered in the name of their client-Joob Magara	Initiated inquiry which is still ongoing
532.	Martin Yuko CAJ/KSM/CG/KSM/051/125/21-FL	County Government of Kisumu	Unresponsive official conduct	Complainant alleges that the County government of Kisumu has failed to settle dues owed to his firm—Mapetech Enterprises for the construction of the Tanzanite Kaloka access Road and Pendeza Weaving-Nyamasarira Bridge Access Road	Initiated inquiry which is ongoing

533.	Martin Yuko CAJ/KSM/CG/KSM/051/12 4/21-FL	County Government Kisumu	Unresponsive official conduct	Complainant alleges that the Medical Superintendent Kisumu County & Referral Hospital has failed to settle dues owed to him following the supply of ICT equipment and pharmaceutical products by his firm- Mapetech Enterprises	Initiated inquiry which is ongoing
534.	Lynette Adhiambo for Nicole Sarah Odhiambo CAJ/KSM/M.EDU/013/341/ 21-FL	Ministry Education, Science & Technology	Unresponsive official conduct	Complainant alleges that the Ministry of Education has failed to address her complaint on the unfair suspension of her daughter-Nicole Sarah Odhiambo by the Board of Management Lugulu Girls, Bungoma County.	Initiated inquiry which is ongoing
535.	Eunice Afieno Omamo CAJ/KSM/M.LAN/022/433/ 21-FL	National Land Commission	Unresponsive official conduct	Complainant alleges that the National Land Commission has failed to address her complaint on unpaid dues following the compulsory acquisition of her land parcel number Kisumu/Kogony/2822.	Initiated inquiry which is still ongoing
536.	Evans Onyango Owiti CAJ/KSM/JUD/001/442/21 -FL	Judiciary	Inefficiency	Complainant alleges that his file is missing at the Maseno Law Courts which has occasioned delay to be issued with the court proceedings.	Complainant has been requested to furnish the Commission with the citation of the case to enable a follow up with the Executive

537.	Jared Muma Nyarango HUD/KSI/M.LAB/017/26/21- FL	Ministry of Labour and Social Protection	Delay	Complainant alleges that the Kisii County Labour Officer has delayed to settle his complaint on unpaid dues by Moon City Security Company Limited, Kisii County upon termination of his employment contract as a Security Guard on 20/11/2020	Officer Maseno Law Courts Initiated. inquiry which is ongoing
538.	Njengabaiya HUD/BGM/KPLC/021/16/2 1-FL	Ministry of Energy	Unresponsive official conduct	Complainant alleges that the Energy & Petroleum Regulatory Authority (EPRA) has failed to address his complaint against Kenya Power Company, Bungoma Office on inflated electricity bills for account numbers 05984803-01 and 0594805-01 at his premises in Bungoma County which he had been referred to lodge with EPRA in Bungoma CMCCC 189 of 2007.	Initiated inquiry which is ongoing
539.	Florence Adhiambo Oloo CAJ/KSM/M.HOU/028/8/2 1-FL	Ministry of Transport, Infrastructure, Housing and Urban Development	Unfair treatment	Complainant alleges that the State Department of Housing and Urban Development has failed to address her complaint on a directive that denies all 1bedroom house purchasers under the Civil Servants Housing Scheme ShauriMoyo Estate Kisumu County a parking slot in favour of the 2- and 3-bedroom	Initiated inquiry which is ongoing

				<p>purchasers which is contrary to the Tenancy Purchase Agreement. This was issued by the estate's department on grounds that the parking slots allocated are less than the number of housing units constructed.</p> <p>The complainant alleges that He retired from the Office of the Director of Public Prosecutions on 5th January 2017 and his Pension No. is 313051. He has made several follow-ups with the Pensions Department for the release of his pension without any success.</p>	<p>Inquiry ongoing</p>
540.	Joseph Ndungu Karonji CAJ/PEN/000/1325/21- JMM	Pensions Department	Delay	<p>Complainant alleges that he applied for recognition of his academic certificate at Commission for University Education on their portal on 9th July 2019 where he was informed that he had a missing document and that he should re-apply. He re-applied again on 11th October 2019 and attached all the relevant documents. To date he has not received any substantive response.</p>	<p>We initiated inquiry and the matter is yet to be resolved.</p>
541.	Najma Y Lelei CAJ/M.EDU/013/2015/20- JMM	Commission for University Education	Unresponsive official conduct	<p>Complainant alleges that he worked as the school bursar at Muhuri Muchiri Secondary School for 22 years. He was dismissed</p>	<p>We initiated inquiry and the resolution of the matter</p>
542.	Josephat Kamau Gichuiri CAJ/M.EDU/013/2014/21- JMM	Ministry of Education	Unfair Official Conduct		

					from service without being offered an opportunity to be heard.	is still ongoing.
543.	Celso Ngoraimuji CAJ/PE/040/2477/21- JMM	Private Entity	Outside mandate	Complainant alleges that his parcel of land was trespassed upon and wants the trespasser, a private entity prosecuted.	We advised the complainant to seek the services of an advocate to enable him pursue civil remedies	
544.	Cyril Peter CAJ/M.ENE/021/499/21- JMM	Kenya Power and Lighting Co. Ltd	Ineptitud e	Complainant alleges that he is a resident at Early bird road, off Kiambu road (St. Francis Ridge School). He has been having recurring power failures from blown fuses at the transformer	We initiated inquiry which is ongoing	
545.	KorithHallington CAJ/TUK/013/2027/21- JMM	Technical University Kenya	Unfair official conduct	The complainant is a student at Technical University of Kenya, School of Electrical and Electronic Engineering, Registration No. 113/00548. He was due for graduation in 2020 but his name was omitted from the list on allegation that an error occurred during printing. The school has declined to release his certificate to him stating that he should await the next graduation.	We initiated inquiry which is ongoing.	
546.	John Onyango CAJ/M.FIN/000/1328/21-	Department of Pensions	Delay	The complainant lodged a complaint alleging that he	We initiated inquiry by	

JMM	retired under Teachers Service Commission on 21 st August 2018 and his Pension No. is APN/PC 321831/2. He has made several follow-ups with the Pensions Department for the release of his pension without any success.	writing to the Pension's department and the matter is yet to be resolved.			
547.	Benson Ofieno Mitoko CAJ/PEN/000/1329/2021- JMM	Department of Pensions	Delay	Complainant alleges that he is the son to the late Micah Abongo Akoko, of Pension No. APN/PC 144852, who passed on in 1994 while employed as a teacher with the Teachers Service Commission. He availed all the relevant documents for processing of the pension which were forwarded to the Pensions department in 2018.	We initiated inquiry by writing to the Pension's department and the matter is yet to be resolved.
548.	Stephen KaharaNgure HUD/NYERI/M.EDU/013/2 09/21-JMM	Ministry of Education	Delay	The complainant alleges that he was working under the Ministry of Education. He further alleges that he is now retired and that the Ministry has delayed in forwarding his documents to the Pensions Department.	We initiated an inquiry and the resolution of the matter is ongoing.
549.	Evans OikoMiruka CAJ/M.HEA/012/546/21- JMM	Ministry of Health	Administrative injustice	The complainant alleges he was working as a hospital cleaner at Omogwa Level 2 Hospital from 1 st May 2009 to 22 nd January 2019 when he was unfairly dismissed from service. He has never been paid his benefits despite filing a	We initiated an inquiry and the resolution of the matter is ongoing.

550.	Fredrick Ogolla Odera CAJ/PO/047/459/21-JMM	Principal, Upper Hill	Administrative injustice	claim in your office on 30 th January 2019.	We initiated an inquiry and the resolution of the matter is ongoing.
551.	Kipkosgei Kilimo Robert CAJ/KETRA/CO/021/501/2 1-JMM	Kenya Electricity Transmission Company	Unfair official conduct	The complainant alleges that he was left out of an interview of the General Manager of Kenya Electricity Transmission Company whereas he was qualified.	We initiated an inquiry and the resolution of the matter is ongoing.
552.	Dickson Akoth CAJ/CG TAVETA/057/25/21	Taita County Taveta	Administrative injustice	The complainant alleges that he was a Chief Agricultural Assistant (P/NO. 1987052957) stationed at Voi Sub-county, Mbololo Ward until 30 th June 2020 when he retired on attainment of the mandatory retirement age. He further alleges that his name was prematurely deleted from the payroll on 30 th April 2020 upon which the Ministry of Agriculture, Livestock, Fisheries and Cooperatives requested the County Government of Taita Taveta to pay him salary for the months of May and June 2020 by way of a voucher. He further asserts that there was a disparity of Kshs. 3,204.50 in his May 2020 and June 2020 salaries.	We initiated an inquiry and the resolution of the matter is ongoing.

					In addition, he alleges that he is yet to be paid per diem totaling Kshs. 88,800 incurred in the course of following up on his clearance from the public service;	
553.	Muya & Co. Advocates CAJ/M.LAN/022/2129/21- JMM	Ministry of Lands and Physical Planning.	Delay	The complainant alleges that the Ministry has declined to register a caution on his land without any justification.	We initiated an inquiry and the resolution of the matter is ongoing.	
554.	Benson Mwangi CAJ/M.ENE/021/502/21	Kenya Power and Lighting Co.	Unresponsive official conduct	The complainant alleges that he paid KShs 93,373 for power connection on 7 th December 2020 and the Kenya Power Reference No. is E28252020120015. When he went to follow-up, he was informed that he had to pay an extra KShs 1,670 as an additional VAT. When he made further inquiries, he was informed that the VAT had changed from 14% to 16%.	We initiated an inquiry and the resolution of the matter is ongoing.	
555.	Concerned Residents of Konokono Estate CAJ/PE/040/2516/21- JMM	National Land Commission	Administrative injustice	The complainants allege that some private individuals have grabbed a public land along Jogoo Road, Nairobi. They requested that the National Land Commission ensures that the land reverts back to public.	We initiated an inquiry and the resolution of the matter is ongoing.	
556.	Josephine NkathaThikiyu	Kenya Urban	Unfair	The complainant alleges that she	We initiated	

	CAJ/KURA/006/16/21- JMM	Roads Authority	official conduct	had a contract with Kenya Urban Roads Authority who have declined to pay her contractual sum.	an inquiry and the resolution of the matter is ongoing.
557.	Steve Gatoto Mohamed CAJ/CAK/023/195/21- JMM	Communications Authority of Kenya	Delay	The complainant alleges that he lodged a complaint with the Communications Authority of Kenya regarding items which he imported but were lost on the way. He further alleges that Communications Authority of Kenya have failed to respond to his complaint since December 2020.	We initiated an inquiry and the resolution of the matter is ongoing.
558.	Isaac Murambi CAJ/M.IGC/062/1285/21- JMM	Ministry of Interior and Coordination of National Government	Unrespon sive official conduct	The Complainant alleges that he lodged a complaint at the chief's office, Matioi Location about a route determination dispute. Whenever the district surveyor comes to determine the route, the area Chief, despite being facilitated, does not appear.	We initiated an inquiry and the resolution of the matter is ongoing.
559.	Morris M'rimberia CAJ/M.FIN/000/1332/21- JMM	Department of Pensions	Delay	The complainant alleges that he retired under the Ministry of Labour and Social Protection and his Pension No. is P/NO. 1974002258 APN/PC.197926. He has made several follow-ups with the Pensions Department for the release of his pension without any success.	We initiated an inquiry and the resolution of the matter is ongoing.

560.	MilkaMueniMutiso CAJ/PO/047/462/21-JMM	County Government Machakos	Unrespon sive official conduct	The complainant alleges that the Agricultural officer in Masinga Sub-County has declined to issue his valuation report regarding a case of malicious damage to property on her parcel of land.	We initiated an inquiry and the resolution of the matter is ongoing.
561.	Rehab Wanjiru Kinya CAJ/KURA/006/171/21-JMM	Kenya Urban Roads Authority	Administrative injustice	The complainant alleges that they are the owners of properties Nos. A18/1, A19/1, A20/1, A21/1, A22/1, A23/1, A24/A, A25/1, A26/1, A27/1, A28/1, A29/1/ A30/1, A32/1, A33/1, A34/1, A35/1, A36/1, and A37/1 situated along MutindwaKifaru Road, Kenya Urban Roads Authority has since issued a notice dated 26 th February 2021 referenced Rehabilitation of Innercore Estate Roads, contract No. KRA/DEV/HQ/340/2019-2020.	We initiated an inquiry and the resolution of the matter is ongoing.
562.	Njeru R Ngari & Co., Advocates CAJ/AG/001/2353/21-JMM	Business Registration Service	Delay	The complainant alleges that they have been requesting for certified documents from the Business Registration Service without success.	We initiated an inquiry and the resolution of the matter is ongoing.
563.	Anonymous Complaint against Nairobi Metropolitan Services CAJ/PO/047/470/21-JMM	Nairobi Metropolitan Service	Unrespon sive official conduct	The complainant alleges there is a Nairobi Metropolitan Services parking attendant based on Lusaka Road Industrial area by the name Mary Warunguru who falsely inputs vehicles in the system yet one has not parked forcing someone to be	We initiated an inquiry and the resolution of the matter is ongoing.

564.	David Wanjohituru HUD/NYERI/M.EDU/013/2 12/21-JMM	Ministry Education	of	Delay	pendalized unfairly. The same issue has been raised severally without any redress.	We initiated an inquiry and the resolution of the matter is ongoing.
565.	Leonard Mutie CAJ/CG/NRB/060/316/21 -JMM	Nairobi Metropolitan Services		Unresponsive official conduct	The complainant alleges that he is the owner of car registration No. KAJ 436Z and has been receiving erroneous messages for parking fees at CBD while he is away. He has raised the same severally without any redress.	We initiated an inquiry and the resolution of the matter is ongoing.
566.	Severio Nyangweso CAJ/SK/031/96/2021- JMM	Sports Kenya		Administrative injustice	The complainant alleges that he a driver at Sports Kenya who has been working beyond the normal working hours and therefor entitled to meal allowance. He has never been paid his meal allowance for the last three years despite several follow-ups.	We initiated an inquiry and the resolution of the matter is ongoing.
567.	Haki za Wanaurume	Nyandarua Lands	Administrative		The complainant alleges that the	We initiated

	International CAJ/M.LAN/022/2145/21- JMM	Registry	active injustice	Land Registrar has placed a caveat on his parcel of land.	an inquiry and the resolution of the matter is ongoing.
568.	Irene Muthoni Magu HUD/NYERI/PEN/000/107/ 21-JMM	Department of Pensions	Delay	The complainant alleges that she has not received her pension despite submitting her documents to the pension's department.	We initiated an inquiry and the resolution of the matter is ongoing.
569.	Sharon Mckenzie CAJ/M.WAT/009/290/21- JMM	Ministry of Water and Sanitation	Delay	The complainant alleges that she supplied goods to the ministry but she has never been paid.	We initiated an inquiry and the resolution of the matter is ongoing.
570.	Jared Motanya CAJ/NEMA/038/179/21- JMM	National Environment Management Authority	Unresponsive official conduct	The complainant alleges that he reported a case of noise pollution but no action has been taken.	We initiated an inquiry and the resolution of the matter is ongoing.
571.	Theophilous Komora CAJ/SASRA/025/169/21- JMM	SACCO Societies Regulatory Authority	Delay	The complainant alleges that he belongs to Lamu Teachers SACCO Society which has refused to give him back his shares.	We initiated an inquiry and the resolution of the matter is ongoing.
572.	Jane Kerubo CAJ/KPLC/021/514/21- JMM	Kenya Power and Lighting Co. Ltd	Unresponsive official conduct	The complainant alleges that he has had power outages and made several follow ups with Kenya Power without success.	We initiated an inquiry and the resolution of the matter is ongoing.

573.	Erick Olouch CAJ/PCK/023/196/21- JMM	Postal operation Kenya	Co- of	Delay	The complainant alleges that Posta has failed to hand over a parcel which was sent from the USA.	ongoing. We initiated an inquiry and the resolution of the matter is ongoing.
574.	Concerned Candidates CAJ/M.EDU/013/2085/21- JMM	Kenya Accountants and Secretaries National Examinations Board		Unfair official conduct	The complainants allege that KASNEB planned to undertake exams without following the laid down protocols on Covid-19 measures.	We initiated an inquiry and the resolution of the matter is ongoing.
575.	Remy Otiemo CAJ/KPLC/021/516/21- JMM	Kenya Power and Lighting Co. Ltd		Unresponsive official conduct	The complainant alleges that he has had power outages and made several follow ups with Kenya Power without success.	We initiated an inquiry and the resolution of the matter is ongoing.
576.	Robert Uti Dabaly CAJ/KSL/013/2092/21- JMM	Kenya School of Law		Unfair official conduct	The complainant alleges that Kenya School of Law has failed to admit him despite having qualified.	We initiated an inquiry and the resolution of the matter is ongoing.
577.	Safari Kiraganzoi CAJ/M.EDU/013/2093/21- JMM	Ministry of Education		Unfair official conduct	The complainant alleges that a school head teacher is harassing him	We initiated an inquiry and the resolution of the matter is ongoing.
578.	Simon Karanja Muingai CAJ/TSC/013/2089/21- JMM	Teachers Service Commission		Unresponsive official	The Complainant alleges that the school principal Nakuru West Primary School is very	We initiated an inquiry and the

			conduct	discourteous towards him.	resolution of the matter is ongoing.
579.	Maurice MumbetsaTsuma CAJ/JUD/001/2352/21- JMM	The Judiciary	Delay	The complainant alleges that he had a matter in Kwale Law Courts, Court Case Ref No. 747/16 where he paid a bail of Kshs 50,000 on 26 th July 2016. He was acquitted in January 2019 and requested for refund of his cash bail. On 17 th January 2019, Kwale Law Courts drew a cheque of Kshs50,000 in favour of the complainant. He cashed the cheque on 18 th January 2019 but it bounced and rerouted back to Kwale Law Courts. He has been making a follow up on the same without success.	We initiated an inquiry and the resolution of the matter is ongoing.
580.	Ronald Oyagi CAJ/M.FIN/000/1348/21- JMM	Pensions Department	Delay	The complainant alleges that he has not been paid his pension despite providing the required documents	We initiated an inquiry and the resolution of the matter is ongoing.
581.	Bradley Mjala CAJ/M.LAN/022/2162/21- JMM	Ministry of Lands and Physical planning	Unfair official conduct	The complainant alleges that his parcel of land was acquired by the Kenya National Highways Authority without compensation	We initiated an inquiry and the resolution of the matter is ongoing.
582.	Duncan Makelo CAJ/POL/015/3982/21-	National Police Service	Discourtesy	The complainant alleges that the officers manning Kajjado	Inquiry is ongoing

	JMM					
583.	Anonymous Complaint CAJ/PSC/016/169/21- JMM	Public Service Commission	Unfair official conduct	Huduma Centre were very discourteous to him	The complainant alleges that Public Service Commission advertised a vacancy for the position of secretary of the Power of Mercy Advisory Committee and hired a retiree.	We initiated an inquiry and the resolution of the matter is ongoing.
584.	Rhoda Petina Achola CAJ/M.EDU/013/2107/21- JMM	Bukura College	Delay	The complainant alleges that she retired from Bukura College where she was an employee. She has never received her pension to date.	The complainant alleges that she retired from Bukura College where she was an employee. She has never received her pension to date.	We initiated an inquiry and the resolution of the matter is ongoing.
585.	Victor Nyasamo CAJ/UFAA/000/1351/21- JMM	Unclaimed Financial Assets Authority	Delay	The complainant alleges that she is the widow and administrator to the late Walter Nyasamo Ondiek's estate. She has been following up transfer of shares of her late husband since 2017 without success.	The complainant alleges that she is the widow and administrator to the late Walter Nyasamo Ondiek's estate. She has been following up transfer of shares of her late husband since 2017 without success.	We initiated an inquiry and the resolution of the matter is ongoing.
586.	Yala Swamp Community CAJ/CG/SIAYYA/118/113/ 21-JMM	County Government of Siaya	Unfair official conduct	The complainant alleges that Lake AGRO Co. Ltd has been operating illegally in Yala Swamp Community Land.	The complainant alleges that Lake AGRO Co. Ltd has been operating illegally in Yala Swamp Community Land.	We initiated an inquiry and the resolution of the matter is ongoing.
587.	Moses Mutorolani CAJ/M.DEF/037/276/21- JMM	Ministry of Defence	Unfair official conduct	The complainant alleges that he retired from the military without being compensated for injuries he sustained while in duty.	The complainant alleges that he retired from the military without being compensated for injuries he sustained while in duty.	We initiated an inquiry and the resolution of the matter is ongoing.
588.	O. Oshers & Co.,	Ministry of Lands	Delay	The complainant lodged a	The complainant lodged a	We initiated

	Advocates CAJ/M.LAN/022/2170/21- JMM	and Physical Planning		complaint with the Chief Land Registrar alleging that he has not been issued with title deeds for properties known as DonyoSabuk/ Komarock Block 1/78348.	an inquiry and the resolution of the matter is ongoing.
589.	Tam MikeruObonyo CAJ/CG/HOMABAY/102/ 21-JMM	County Government of Homabay	Delay	The complainant alleges that the officer in charge of Magunga General Hospital has declined to issue a P3 Form to him.	We initiated an inquiry and the resolution of the matter is ongoing.
590.	Peter Nganga CAJ/MEDU/013/2136/21- JMM	Nakuru Boys High School	Unfair official conduct	The complainant alleges that the Principal, Nakuru Boys has been charging parents KShs 2,500 per term as extra levies without offering any explanation for such charges.	We initiated an inquiry and the resolution of the matter is ongoing.
591.	Geoffrey MudolaAlusa CAJ/M.LAN/022/2176/21- JMM	Ministry of Lands and Physical Planning	Delay	The complainant alleges that he purchased property known as parcel of Land Title No. Butso/Shebeye/3472 from Osborn AnekhaOdalo in September 2011. Transfer was done in February 2012 in his name but the title deed was never released to him.	We initiated an inquiry and the resolution of the matter is ongoing.
592.	Mathew MungutiMuange CAJ/CG/MACHAKOS/067 /49/21-EF	Machakos County Assembly Service Board	Unlawful official conduct	Complainant alleges that the Board led by the Speaker has re-designated him from the position of Principal Procedure and Committee Services Officer to	Inquiry ongoing

				the position of In-Charge Library Services, thereby demoting him and assigning him tasks which he has no academic or professional competence in. That this action is punishment for providing information to EACC during an investigation into the illegal award of the tender for construction of the new Machakos County Assembly chambers.	
593.	Omondi Odoyo CAJ/M.EDU/013/2025/21- EF	Ukwala High School	Unfair official conduct	Complainant alleges that he is employed as a laboratory technician at Ukwala High School and that he has not been paid his salary for 6 months.	Inquiry ongoing
594.	James Kamau CAJ/M.WAT/009/281/21- EF	Nairobi City Water & Sewerage Co	Inefficiency	Complainant alleges that he was given an erroneous bill with an inflated amount. He lodged a complaint with Nairobi City Water & Sewerage Co. but they have not taken action. That they have closed his complaint file without taking any action.	Inquiry ongoing
595.	Eric Mwathikinene for Thika Mwalimu Housing Co-operative CAJ/M.LAN/022/2172/21- EF	Director of Land Registration	Manifest injustice	Complainants allege that for the past 10 years they have been pursuing subdivision and registration of subdivided parcels out of three parcels of land known as LR Nos. 4953/3729.	Inquiry ongoing

				4953/3730 and 4953/3731 located in Thika, and every time they have visited the land registry they have been told that the files cannot be traced.	
596.	Phillis Muthoni Mwaure CAJ/M.FIN/000/1326/21-EF	Kenya Railways Corporation	Unfair official conduct	Complainant alleges that in December 2020 her family was denied entry to the Standard Gauge Railway, yet they had booked in advance a trip from Nairobi to Mombasa. She alleges that they were denied because of her child who suffers from a congenital disorder.	Inquiry ongoing
597.	Rhoda Wambui Mwangi CAJ/M.ROA/006/166/20-EF	Kenya National Highways Authority	Unfair official conduct	Complainant alleges under-valuation of her property which was compulsorily acquired by KENHA for purposes of expansion of the highway in Mombasa, thereby resulting in inadequate compensation.	Inquiry ongoing
598.	William Maina Wachira HUD/NYERI/M.LAN/022/24 9/21-EF	Lands Registrar, Nyeri	Inefficiency	Complainant alleges that he applied for a search certificate but more than a month later he has not received the search results because the file for that parcel of land cannot be found at the registry.	Inquiry ongoing
599.	Anselimo N. Mbanda CAJ/CG/EMBU/089/16/21	County Government of Embu	Unlawful official	Complainant alleges that the County Government of Embu	Inquiry ongoing

603.	George AlmasiLuguhe CAJ/P.W/001/64/2021-EF	State Department of Public Works	Oppressive official conduct	success.	Complainant alleges that his employment by the Ministry of Transport, Infrastructure, Public Works, Housing & Urban Development has been terminated without any notice and without lawful procedure.	Inquiry ongoing
604.	SelvesterAteyaOkutoi CAJ/ODPP/027/237/21-EF	Police	Delay	Complainant alleges that several people in his home area, Kamashia sub-location, have arranged and carried out violence against him and his family members. That he has sustained grievous physical harm and his children have been killed. That he has reported these matters to the police and made numerous efforts to seek arrest and prosecution of the people involved but he has not succeeded. That these people have threatened him, forcing him to flee his home for safety.	Inquiry ongoing	
605.	SamwelNjunge Kariuki CAJ/PE/040/2505/21-EF	Assistant Chief, Kibichiku Sub- location	Abuse of power	Complainant alleges that the assistant chief invaded his home together with goons and destroyed his property.	Inquiry ongoing	
606.	Enoch James Odongo CAJ/M.ROA/006/176/21-	Kenya National Highways	Manifest injustice	Complainant alleges that KENHA has declined to compensate him	Inquiry ongoing	

	-EF	Embu	conduct	has allowed a private developer to build a house on land designated for a by-pass. That earlier on he had been allocated the same land to build business premises but the license was withdrawn because of the said planned use. That he has raised the matter with the physical planning officer but there is no response.	
600.	Muturi Njoroge CAJ/M.WAT/009/294/21-EF	Athi Water Works Development Agency	Unlawful official conduct	Complainant alleges that the Respondent has maliciously destroyed his property while constructing the Thindigua Trunk Sewer.	Inquiry ongoing
601.	Joseph Ochieng Okoth CAJ/NTSA/004/496/21-EF	National Transport and Safety Authority	Ineptitude	Complainant alleges that NTSA has unreasonably declined to register transfer of a car from a seller to himself.	Inquiry ongoing
602.	Njuguna Njoroge CAJ/HUD/NYERI/017/3/21-EF	National Social Security Fund	Inefficiency	Complainant alleges that in the year 2003 he sought payment of his social security benefits and he was paid an amount lesser than he was entitled to. That he was told the reason for the little payment was that his account was not updated. Since then he has visited the NSSF office in Nanyuki to pursue payment of the remaining amount without	Inquiry ongoing

	EF	Authority			for damage caused to his property during the construction of a road from Oyugis to Homabay via Rodikopany.	
607.	Moses Kipngeitch Cheruiyot CAJ/JUD/001/2386/21-EF	Judiciary	Ineptitude		Complainant alleges that TSC has failed to pay a decretal sum awarded to him and that his court file has been missing. Upon perusal of his documents during screening it is noted that there is a dispute between him and TSC on the actual amount payable; TSC paid a certain amount which they argue is the full and final figure. The matter is currently in court and the complainant has been advised that the Commission has no mandate to look into it. The Commission has initiated inquiry into the complaint about failure by the court registry to give him access to the file.	Inquiry ongoing
608.	Kericho Human Rights Defenders Network for Estate of Tamilgoikorir CAJ/PE/040/2548/21-EF	Private entity Principal, Chepkoton Girls Secondary School	Abuse of power		Complainant alleges that a Form III student of Chepkoton Girls Secondary School named Faith Cheptoo has been expelled from the school by the Principal called Agness Chepkururi Langat, as part of a victimization plan against her family because of a land dispute.	Inquiry ongoing

				<p>Further, complainant alleges that two families have lost their ancestral land to individuals in their community who have grabbed it. As regards this allegation, complainant has been advised to engage the Ministry of Lands for relevant documentation with the aim of filing a suit in court.</p>	
<p>609. Kituo Cha Sheria for Joseph Njuguna Muthaka CAJ/M.LAN/022/2124/21- EF</p>	<p>Ministry of Lands and Physical Planning</p>	<p>Manifest injustice</p>	<p>Complainant alleges that in 1998 he was settled on a plot alongside over 1000 other people who had initially occupied forest land. That they were issued with title deeds by the Government, when the late President Daniel Moi was in office. That his title deed and a few others were immediately recalled by the provincial administration officers citing some irregularities on the documents, with a promise that they would be returned upon rectification. To-date he has not been issued with a title deed. Meanwhile the houses of the people whose title deeds were recalled have been burned down severally in efforts to force them to flee. That some people</p>	<p>Inquiry ongoing</p>	

					gave up and ran away, and those plots have since been re-allocated to other people and title deeds issued.	
610.	Patrick OtokAyleke CAJ/M.EDU/13/2043/21-EF	Teachers Service Commission	Unfair treatment	Complainant alleges that he has been unfairly left out of promotions which were targeted at people of his job group. That his colleagues in the same job group have been promoted but he has not, yet he submitted his particulars for consideration.	Inquiry ongoing	
611.	Edward WambuKimeu CAJ/JUD/001/2354/21-EF	Judiciary	Unlawful official conduct	Complainant alleges that the judiciary has failed to return his money Kshs. 100,000/-, which he had paid as bail for an accused person who was acquitted of all the charges, despite having submitted the original receipt and other relevant documents.	Inquiry ongoing	
612.	Fred Sagwe CAJ/M.EDU/013/2050/21-EF	Teachers Service Commission	Delay	Complainant alleges that TSC has delayed in considering his application for transfer to a school near Kenyatta National Hospital, yet he needs frequent medical checkups at the hospital.	Inquiry ongoing	
613.	NaftallyGithinjijNjue CAJ/SRC/000/1331/21-EF.	Salaries and Remuneration Commission	Delay	Complainant alleges that the Council of Governors has failed to operationalize a Scheme of	Inquiry ongoing	

				Service for ECDE teachers, which it had promised to effect in July 2018.	
614.	Bryan Dagaye Owino CAJ/POL/015/3981/21-EF	National Police Service Commission	Delay	Complainant, a police officer, alleges that in July 2019 he lodged an appeal against a decision to dismiss him from the police service, and to-date he has not been informed of the outcome of the appeal.	Inquiry ongoing
615.	Johnson M. Mutahi & others CAJ/CG/KIAMBU/072/71/21-EF	County Government of Kiambu	Delay	Complainants allege that they worked for the County Government of Kiambu as escort personnel and drivers attached to the former Governor Ferdinand Waititu, and have salary arrears which have remained due since the year 2019.	Inquiry ongoing
616.	Daniel Mwangi Nganga CAJ/M.EDU/013/2102/21-EF	Principal, Kimngorom Girls Secondary School	Unfair official conduct	Complainant alleges that the Principal of Kimngorom Girls Secondary School where he teaches has discriminated against him due to disability and instigated his transfer to another school.	Inquiry ongoing
617.	Benson MuthuiKitheka CAJ/TSC/013/2051/21-EF	Teachers Service Commission	Unfair treatment	Complainant alleges that he was unfairly deregistered as a teacher and his employment terminated.	Inquiry ongoing

618.	Yasmin Gouled CAJ/M.LAN/022/2143/21- EF	Ministry of Lands	Delay	Complainant alleges delay by the Land Registry in Nairobi in effecting registration of sale of land. She alleges that she relies on completion of the transaction to cater for her medical care.	Inquiry ongoing
619.	Harrison Kariuki Wachira HUD/NYERI/M.LAB/017/96/ 21-EF	County Labour Officer, Nyeri County	Unlawful official conduct	Complainant alleges that the County Labour officer, Nyeri has declined to consider a labour dispute with his former employer.	Inquiry ongoing
620.	Daniel Wanjiru Kamau CAJ/AG/001/2363/21-EF	Business Registration Service	Unlawful official conduct	Complainant alleges that his application for registration of a business has been unfairly rejected.	Inquiry ongoing
621.	Jeremiah K. Mwakio CAJ/P.O/047/482/21-EF	MP, Garsen Constituency National Aids Control Council	Unfair official conduct	Complainant alleges that he was forcefully removed from his office as the Chairperson of Garsen Constituency Aids Control Committee without due process, as punishment for raising concerns about alleged questionable conduct of a proposed candidate for the position of County Aids Control Coordinator.	Inquiry ongoing
622.	DMK Law Advocates for Issack Abdullahi Hassan CAJ/M.EDU/013/2071/21- EF	Moi University	Unresponsive official conduct	Complainant alleges that the Moi University has failed to act on his request for a refund of monies he had paid as school fees, which he did not utilize	Pending action by complainant

				because he did not pursue the course. The Advocates have written a demand letter to the Vice Chancellor and copied to CAJ. They have been advised to pursue the demand and update the Commission.	
623.	Mercy Wanjiru CAJ/HELB/013/2058/21-EF	Highers Education Laons Board	Inefficiency	Complainant alleges that HELB has failed to correct an error in her account number and as such she has not received her loan disbursement even though her application for a loan was granted. Complainant has been asked to provide additional information.	Pending action by complainant
624.	Prof. Daniels Mugokangethe CAJ/KENIA/013/2062/21-EF	Kenya National Innovation Agency	Unfair treatment	Complainant alleges that his group of young innovators has been intimidated by KENIA while pursuing an application for a grant. He alleges that KENIA placed fellow competitors in the interviewing panel. Complainant asked to provide additional information.	Pending action by complainant
625.	Simon Oirosiangla CAJ/M.JGC/062/1292/21-EF	Police, Kilimani Police Station	Delay	Complainant alleges that the police have failed to investigate a case of fraud against a person who had promised to sell him a motor vehicle. The matter is being investigated by the	Pending action by complainant

	Internal Affairs Unit-National Police Service. Complainant has been advised to pursue the matter with IAU and update the Commission. Meanwhile the file is held in abeyance.				
626.	James MisogaKisohole CAJ/POL/015/3974/21-EF	Kabete Police Station	Unresponsive official conduct	Complainant alleges that the police officers at Kabete Police station have failed to carry out investigations into several complaints of assault, theft and damage of property. The complaint is addressed to the Internal Affairs Unit-National Police Service and copied to the Commission. Complainant has been advised to first pursue it with IAU. Meanwhile the file is held in abeyance.	Pending action by complainant
627.	Julius KipkiruiMatinkwony CAJ/NCPWD/018/124/21-EF	Kenya Revenue Authority	Unfair treatment	Complainant alleges that he was unfairly denied exemption from payment of PAYE, even though he is a person with disability and duly registered as such by the National Council for Persons with Disabilities. He has been requested to provide additional information.	Pending action by complainant
628.	Hisony General Contractors	NG-CDF KitutuChache South	Oppressive official conduct	Complainant alleges that the Manager of NG-CDF in KitutuChache South has withheld	Pending action by complainant

	CAJ/NG-CDF/008/249/21-EF			monies payable to her company under a contract for rehabilitation of a road. She has raised the complaint with the CEO, NG-CDF Board and copied to the Commission. She has been advised to first pursue the matter with the Board and update the Commission. Meanwhile the file is held in abeyance.	
629.	Hon. Moses Kasainelenokulal CAJ/EACC/026/222/21-EF	Ethics and Anti-Corruption Commission	Unfair official conduct	Complainant alleges that the EACC is using its authority to harass his family by conducting protracted investigations and employing unfair tactics. That EACC has summoned him for questioning over a subject which is already before the court in proceedings for recovery of assets and monies said to have been obtained through corruption. The complaint is addressed to EACC and copied to the Commission. Complainant has been advised to pursue the demand and update the Commission. Meanwhile the file is held in abeyance.	Pending action by complainant
630.	Charles MwemamaMaliya CAJ/M.JGC/062/1303/21-EF	Assistant Chief, Mbumburi	Unfair official conduct	Complainant alleges that the Assistant Chief is complicit in a plot by his brother to evict the former and his family from their	Pending action by complainant

	631. Benson Kiplagat Kosgei CAJ/PSC/016/168/2021-EF	Principal, Kiptaragon Technical and Vocational College	Unfair official conduct	Complainant alleges that the Principal of the College, where he teaches, has unfairly withdrawn his appointment in acting capacity to prevent his confirmation in the position of a Registrar. The complaint has been lodged with the Public Service Commission and copied to CAJ. The complainant has been advised to pursue the complaint with PSC and update the Commission. File held in abeyance.	Pending action by complainant
632.	Alois Muiruri Wanjiku CAJ/POL/015/3985/21-EF	Police, Central Police Station	Unlawful official conduct	Complainant alleges that the police at Central Police station have colluded with an accused person, who is charged with stealing from the complainant, to pressurize him into agreeing to withdrawal of the case. The complaint has been lodged with the National Police Service and	Pending action by complainant

				copied to CAJ. The complainant has been advised to pursue the complaint with the said office and update the Commission. He has also been advised about the existence of the Internal Affairs Unit. File held in abeyance.	
633.	Gitonga Mwangi & Co. Advocates for Joseph Kamau Muchina & 2 others CAJ/M.LAN/022/2169/21-EF	Lands Registrar- Kiambu	Manifest injustice	Complainants allege that the Land Registrar, Kiambu has declined to register transfers with respect to their properties without reasonable basis. They claim that the Registrar is frustrating them with the aim of forcing an inducement. The complainants have not attached the relevant supporting documents, thus they have been asked to provide.	Pending action by complainant
634.	Irene Wakiuru Mwangi HUD/NYERI/M.EDU/013/21 6/21-EF	Teachers Service Commission Sub-County Director, Tharaka North & South	Unfair official conduct	Complainant alleges that the TSC Sub-County Director, Tharaka North & South has irregularly instituted disciplinary proceedings against her and in this regard issued her with a notice to show cause for failing to attend school, when she was justifiably away. That she had run away from the town for safety following threats of physical harm by a resident of the area and had notified all relevant	Pending action by complainant

635.	Utafiti Professionals CAJ/M ENV/038/181/21 - EF	National Environment Management Authority	Ineptitude	authorities, while also seeking a transfer to another school. Complainant requested to provide additional information.	Pending action by complainant
636.	Carol Amimo Achillah CAJ/NYC/031/95/21-EF	National Youth Council	Unfair official conduct	Complainant alleges that pubs within his residential area are producing harmful noise and that his complaint to NEMA has not been acted upon. The complainant has been requested to provide a copy of the complaint lodged with NEMA.	Pending action by complainant
637.	Anne Kathurima CAJ/TSC/013/2108/21-EF	Teachers Service Commission	Manifest Injustice	Complainant alleges victimization and unfair treatment at work leading to termination of her employment contract. Complainant asked to provide additional information.	Pending action by complainant
638.	J. K Kapfich & Associate Advocates	Kenya Rural Roads Authority	Abuse of power	Complainant alleges that TSC has failed to pay her salary arrears, payment of which monies was agreed upon in a Collective Bargaining Agreement entered in 1997. The complainant has been requested to provide relevant documents.	Pending action by complainant

	For undisclosed clients CAJ/KURA/006/178/21-EF			their land without seeking their approval. The complaint has been lodged with KERRA and copied to Commission. They have been advised to update the Commission on the progress.	complainant
639.	Mike Kariuki CAJ/KERRA/006/179/21-EF	Kenya Rural Roads Authority	Inefficiency	Complainant alleges that there has been a 3 years' delay in the implementation of a tarmacking project with respect to Kabocha-Gikuni-Karura road. That a tender for the work was awarded to a construction company in 2018 but to-date no work has commenced. The complaint has been lodged with the Director General of KERRA alongside the Commission. The complainant has been advised to first pursue the matter with KERRA and update the Commission.	Pending action by complainant
640.	Catherine McIlwaine CAJ/M.JMM/003/383/21-EF	Department of Immigration Services	Delay	Complainant alleges delay in the processing of her husband's citizenship application. Complainant asked to provide additional information.	Pending action by complainant
641.	Dorcas Kathure CAJ/M.EDU/013/2124/21-EF	Nkuene Girls High School	Unlawful official conduct	Complainant alleges that the school's administration led by the Principal is mistreating students in attempts to push	Pending action by complainant

				<p>them to attain high performance. She alleges that they use insults, intimidation and corporal punishment against students and force their parents to cooperate or risk their children repeating classes. The complaint has been lodged with the Principal Secretary-State Department of Early Learning & Basic Education. The complainant has been advised to allow the Ministry to address the matter and in due course provide an update to the Commission.</p>	
642.	<p>Florence Mbinya for Elizabeth Mueni Mbuvi CAJ/PEN/000/1361/21-EF</p>	<p>National Social Security Fund Ministry of Health</p>	<p>Ineptitude</p>	<p>Complainant alleges that she has not received her NSSF benefits since retirement in 2018 because the NSSF has no record of her contributions for 4 years while she was working in the Ministry of Health. Complainant has been requested to provide documents.</p>	<p>Pending action by complainant</p>
643.	<p>Ochich TLO & Associates CAJ/POL/015/3999/21-EF</p>	<p>OCS and other police officers stationed at Langata Police Station</p>	<p>Unlawful official conduct</p>	<p>Complainants allege that the police officers arrested them with the intention of forcing payment of bribes in exchange for freedom; that the officers have detained their motor cycles without any reasonable cause;</p>	<p>Pending action by complainant</p>

				<p>that the officers shot at one of them without justifiable cause; that the officers have filed trumped up charges in Kibera Criminal Case No. E 1064/2021 in bid to intimidate them and to cover up the shooting incident; and that the police officers forced one of the complainants to disguise himself as a drug buyer in a plan to corner drug dealers. The complaint has been lodged with the IPOA, IG and ODP, who are the most appropriate authorities to address the matter. The complainants have been advised to allow these authorities to deal with the matter and update the Commission in due course.</p>	
644.	<p>Timothy Kamau Njenga CAJ/RGC/001/2398/21-EF</p>	<p>Business Registration Services</p>	<p>Inefficiency</p>	<p>Complainant alleges that he has numerous attempts to file his annual returns with the BRS without success, for the reason that the site is inaccessible. That he has raised this issue with the BRS but no action has been taken. The complainant has been requested to provide a copy of the company registration certificate and the complaint to the BRS.</p>	<p>Pending action by complainant</p>

645.	Samson Samuel Akhwale CAJ/KURA/006/180/21	Kenya Urban Roads Authority	Ineptitude	Complainant alleges that KURA has failed to respond to his letter. We have requested him to provide a copy of the said letter.	Pending action by complainant
646.	Henry K. Kibunja CAJ/M.IND/020/129/21-EF	National Industrial Training Authority	Delay	Complainant alleges that trade examiners administered examinations in November 2019 and to-date they have not been paid. Complainant has not provided sufficient particulars to describe the matter. He has been asked to provide relevant documents.	Pending action by complainant
647.	RewellGicheha CAJ/P.E/040/2488/21-EF	Chief, Limuru	Abuse of power	Complainant alleges that his siblings are colluding with the area Chief to prevent him from benefiting from their late mother's estate in Limuru. He has already lodged a complaint with the Deputy County Commissioner. The complainant has been advised to first pursue the complaint lodged with the Deputy County Commissioner and update the Commission on the outcome.	Pending action by complainant
648.	Doris KemuntoNyakambi CAJ/M.EDU/013/2038/21-EF	Teachers Service Commission	Unfair official conduct	Complainant alleges that she was successfully recruited as a Home Science teacher for St Charles Lwanga Ichuni Girls	Pending action by complainant

				school but later on was denied the appointment on the basis that her qualifications were not accepted as sufficient. The complaint is already being addressed by Teachers Service Commission. The complainant has been advised to pursue that process and update CAJ.	
649.	Laico Regency Staff CAJ/M.LAB/017/812/21-EF	State Department for Labour	Delay	Complainant alleges delay by a Conciliator at the State Department for Labour to release a conciliation report. The conciliator had conducted a meeting between the management of Laico Regency and KUDHEIHA workers trade union to discuss complaints by Laico Regency staff. Complainant has been asked to provide additional information.	Pending action by complainant
650.	KiamahKibathi & Co. advocates for Jane Wanjiru Karanja CAJ/P.O/047/461/21-EF	Chief, Gitaru Location	Unresponsive official conduct	Complainant alleges that the chief has refused to give her the letter required for institution of succession proceedings. Complainant has been asked to provide additional information.	Pending action by complainant
651.	Daniel JumamMoracha CAJ/TSC/013/2035/21-EF	Teachers Service Commission	Oppressive official conduct	Complainant alleges that the Teachers Service Commission, Mombasa Branch, conducted disciplinary proceedings against	Pending action by complainant

652.	Irene Wanjiru Kanyingi CAJ/KPLC/021/504/2021- EF	Kenya Power & Lighting Company	Unlawful official conduct	<p>him in an arbitrary manner. That they ignored the provisions of the Code of Regulations for Teachers on notice period, disciplinary panel, half-pay during interdiction among others. Complainant asked to provide relevant documents.</p> <p>Complainant alleges that after KPLC officers connected electricity to her 20 rental houses, the officers went back and removed the meters saying that the 20 houses need a stand-alone transformer and as such she should first pay for the transformer before they reconnect electricity. That she paid a sum of Kshs. 1.4 Million as quoted by KPLC and thereafter the officers reconnected electricity but did not erect any transformer.</p> <p>She also alleges that she paid Kshs. 57,000/- for electricity connection to her residential house but later KPLC officers said that they gave a wrong quote. They revised the amount to Kshs. 252,000/- which she paid. Now KPLC officers have indicated that the connection was not set up correctly and have declined</p>	Pending action by complainant
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				to release construction materials. Complainant asked to provide relevant documents.	
653.	Henry Kosgei CAJ/M.AGR/014/366/21-EF	National Irrigation Authority	Delay	Complainant alleges that his employment contract with National Irrigation Authority has ended but he has neither been paid his last month salary nor given his discharge certificate. Complainant asked to provide relevant documents.	Pending action by complainant
654.	Mathenge Mwiti Advocates for Kenya County Government Workers Union CAJ/M.LAB/017/818/21-EF	Principal Secretary, Ministry of Labour	Unlawful official conduct	Complainants allege that the Principal Secretary, Ministry of Labour is unlawfully interfering with the management affairs and elections of the Kenya County Government Workers Union. The Advocates have written a demand letter to the PS and copied to CAJ. They have been advised to pursue the demand and update the Commission.	Pending action by complainant
655.	Pius Kioko Mutuku CAJ/TSC/013/2039/21-EF	Teachers Service Commission	Unfair official conduct	Complainant alleges that he was successfully recruited as a teacher in the year 2013 but his appointment was withheld without justification. Complainant has been requested to provide relevant documents.	Pending action by complainant

656.	Anonymous CAJ/AE/6/9/91/20	Kenya rural roads authority	Unfair official conduct	The complainant alleged that the Respondent had advertised for recruitment of middle level management positions but that had coined the advertisement in a manner that discriminatively locked out pre-2015 graduates	Ongoing inquiry
657.	Edward Maingi Wachira HUD/NYERI/094/1/20-EMN	Ministry of Labour and Social Protection	Unfair official conduct	The complainant alleged that he is an 84 year old senior citizen entitled to Old Persons Cash Transfer Programme but that he hadn't received the same since 2018	Ongoing inquiry
658. 0	Lwanga NgangaKiguta CAJ/CG/TAITA/057/24/20-EMN	County Government of Taita Taveta	Delay	The complainant alleged that he is the respondent's employee and that the respondent has been delaying paying their salaries.	Ongoing inquiry
659. 1	Michael ObaigwaGesengi CAJ/M.WAT/009/279/20-EMN	Nakuru Rural Water And Sanitation Co. Ltd	Ineptitude	The complainant alleged that he bought some land to which the respondent had connected water. He said that the initial owner left without paying his water bill causing the water supply to be disconnected. He stated that despite the disconnection, the respondent has been sending him monthly water bills.	Ongoing inquiry
660. 3	GrobacMagare CAJ/JUD/001/2296/20-	The Judiciary	Unresponsive official	The complainant alleged that he was a litigant in Kisumu ELRC No.	Ongoing

	EMN		conduct	21 of 2017 and that the respondent had failed to supply him with some documents that he needed to prosecute his case.	inquiry
661. 4	Dennis Mufithia CAJ/M.HEA/012/542/21-EMN	Ministry of Health	Unfair official conduct	The complainant alleged that he was employed as a Pharmaceutical Technologist at Isiolo County Referral Hospital under the government's Access to Universal Health Coverage Programme and that he doesn't receive his salary on time and that he is subject to high and unjustified deductions.	Ongoing inquiry
662. 5	Kisii County Instructors CAJ/CG/KISII/070/23/21-EMN	County Government of Kisii	Delay	The complainants allege that they were seconded by the National Government to Kisii County Government in the year 2010 as technical instructors and that they have not been promoted since.	Ongoing inquiry
663. 6	Patrick Njogu Gacheru CAJ/M.LAN/022/2105/20-EMN	Ministry of Lands and Physical Planning	Unlawful Official Conduct	The complainant alleged that he received a certificate of confirmation of grant in respect of LR/MAKUYU BLOCK 1 and that he requested the Muranga Lands office for a copy of the survey maps which was said to be unavailable. He stated that he was later approached by an unknown man with intentions to	Ongoing inquiry

664. 9	Christopher G. Kanyi HUD/NYERI/PEN/000/89/19-EMN	Pensions Department	Delay	sell the same to him. The complainant alleged that he is a retired teacher having retired in 2001 and that he has been following up on his pension in vain.	Ongoing inquiry
665. 2	Alfred O. Oraha CAJ/NCC/005/515/20-EMN	Nairobi City Government	Ineptitude	The complainant alleged that his late father was an employee of the Nairobi City County Government and that a file containing his terminal benefits was missing	Ongoing inquiry
666. 3	Brian okoith CAJ/M.EDU/013/2004/20-EMN	Kisii University	Ineptitude	The complainant alleged that he is a student of Kisii University, Kisumu campus, who was forcefully transferred to the main campus. He also stated that he was to graduate in 2018 but that his marks are missing.	Ongoing inquiry
667. 2	Joseph Gachara CAJ/M.EDU/013/2041/21-EMN	Kamukunji Secondary School	Unfair official conduct	Complainant alleges that he is an employee of the Respondent and that he was on sick leave and on returning back to duty, his salary hadn't been paid on grounds that the respondent didn't know of his whereabouts	Ongoing inquiry
668. 3	MuthamaNgengwa CAJ/NYS/031/20-EMN	National Youth Service	Inefficiency	The complainant alleged that he was an employee of the National Youth Service and that he worked out of his duty station	Ongoing inquiry

					for 60 days but has not been paid his per diem	
669. 4	Felix Kioko Mulee CAJ/M.EDU/013/2032/21-EMN	Teachers Service Commission	Delay	The Complainant alleged that his deceased father was the respondent's retired employee and that the respondent had failed to process and pay his benefits.	Ongoing inquiry	
670. 5	Concerned Members CAJ/M.AGR/014/365/21-EMN	Agriculture and Food Authority	Unfair official conduct	Complainant's alleged that they are the respondent's employees and that the respondent has failed to implement the job evaluation basic structure for its employees and is discriminatory in promoting its staff.	Ongoing inquiry	
671. 6	Oruenjo&Kibet Advocates CAJ/pol/015/3939/21-EMN	National Service Police	Delay	The complainant alleged that he was attacked in his home by persons known to him and that he reported the same to the Buru Buru Police Station under OB No. 10/8/7/2020 and that the police had failed to arrest and prosecute his assailant s.	Ongoing inquiry	
672. 7	Julia Chirchir CAJ/M.IGC/062/1283/21-EMN	Ministry of Interior and Coordination of National Government	Unfair official conduct	The complaint alleged that the recruitment of the Assistant Chief of Sibwo Sub location in Nandi County was marred with irregularities. Matter transferred to the Eldoret Office.	Ongoing inquiry	

673. 8	Joseph Gachara CAJ/M.EDU/013/2041/21- EMN	Ministry of education, science and Technology	Injustice	The complainant alleged that he was an employee of Kamukunji Secondary School and that he had not been paid his salary despite the fact that other employees had been paid.	Ongoing inquiry
674. 0	Daniel kimani Gitau CAJ/KENHA/006/168/21- EMN	Kenya National Highways Authority	Maladministration	The complainant alleged that the Matafu terminus constructed at Nakuru was done hurriedly without considering the citizen safety. the Complainant was advised to supply the commission with further details.	Ongoing inquiry
675. 2	Angela W. Kamau CAJ/M.LAN/022/2134/21- EMN	Ministry of Lands and Physical Planning	Delay	The complainant alleged that she was allotted parcel No. 709 Kiambogo on march 1986 but that the allotment letter was issued in the name of Wanjiru Kamau of passport no 051682. She swore an Affidavit requesting the respondent to issue the allotment letter in the name of Angela Wanjiru Kamau Wokabi as both names refer to her but the respondent has delayed to issue the same.	Ongoing inquiry
676. 3	Titus Gitonga CAJ/M.LAN/022/2133/21- EMN	Ministry of Lands and Physical Planning	Delay	The complainant alleged that he had applied to appear before the Meru Land Control Board in June, 2016 and has made several trips to attend to the	Ongoing inquiry

				board in vain.	
677. 4	Oruenjokibet & Khalid Advocates CAJ/POL/015/3939/21- EMN	National Service Police	Delay	The complainant alleged that his client was attacked by some people known to him and that he reported the incident to Buruburu Police Station via OB No. 10/8/7/2020 and that the police had failed to take action against his assailants.	Ongoing inquiry
678. 5	Gideon Maina Gichohi HUD/EMBU/M.LAN/022/25 0-EMN	Ministry of Lands and Physical Planning	Delay	The complainant alleged that he is the registered owner of Land Parcel No. Kabare/Mikarara/337 and that someone had blocked the only access road to the said property. He said that he lodged a complaint with the respondent over the same but that the same has never been addressed.	Ongoing inquiry
679. 6	Richard Kagiri CAJ/M.JGC/062/1288/21- EMN	Ministry of Interior and Coordination of National Government	Abuse Of Office	The complainant alleged that the chiefs and assistant chiefs are harassing liquor traders and intimidating their businesses.	Ongoing inquiry
680. 7	Ian Musyoka Kionzo CAJ/NSSF/017/814/21- EMN	Pensions Department	Unrespons ive official Conduct	The complainant alleged that his late mother's pension (number 333538) payments were processed and paid but the same had not reflected in his account. He has followed up on the same in vain.	Ongoing inquiry

681. 8	Elijah Abila CAJ/PEN/000/816/21-EMN	Pensions Department	Delay	The complainant alleged that his father retired and that they have not received his pension and final benefits. The complainant was requested to supply the Commission with further and clearer documents to support his claim.	Ongoing inquiry
682. 1	Maina C. Edinah CAJ/K.UNI/013/2003/20- EMN	Kisii University	Delay	The complainant alleged that she was a lecturer at the respondent's Nairobi Campus and that the respondent closed the campus. she said that she had not received her payment amounting to Kshs. 993,999	Ongoing inquiry
683. 4	Francis O. Nyakundi CAJ/POL/015/3955/21- EMN	National Police Service	delay	The complainant alleged that he had reported a case of issuing a bouncing cheque to the Spring Valley police Station but that the police had failed to arrest the accused. The case was reported on 4 th April, 2021. The complainant was advised to allow the police a bit more time.	Ongoing inquiry
684. 5	Elvis Lidava CAJ/M.Edu/013/2072/21- EMN	Teachers Service Commission	Administrative injustice	The Complainant alleged that a teacher had impregnated his daughter and tried assisting her procure an abortion which led to her death. He said that the directorate of criminal investigations in Hamisi had instituted investigations but failed	Ongoing inquiry

				to give their report. File referred to Access to Information Department.	
685. 8	Joseck Okumu CAJ/NCPWD/018/125/21- EMN	National Council for Persons with Disabilities	Delay	The Complainant alleged that he is a person living with disability and that he had applied for a tax exemption Certificate but that the respondent had failed to submit his request to the Kenya Revenue Authority	Ongoing inquiry
686. 9	Oduor CAJ/POL/015/3951/21- EMN	Directorate of Criminal Investigations	Delay	This Complaint is addressed to the respondent and copied to the commission. The complainant alleged that he had reported a case of trespass on land parcels numbers LR 1160/947, 948, 949,950,910,911 and 912 but the police failed to take action. He said that the persons against whom he had complained had threatened to shoot and kill him.	Ongoing inquiry
687. 0	Aggrey Njau Kamau CAJ/MROA/004/490/21- EMN	National Transport and Safety Authority	Delay	The complainant alleged that he had reported an error on his details on the TIMS portal but the respondent had delayed to rectify the same despite him having complied with the respondents directions	Ongoing inquiry

688. 1	Waigwakiboi CAJ/KPLC/021/507/21- EMN	Kenya Power and Lighting Company	Unfair official conduct	Complainant alleged that the respondent had acquired his land but failed to adequately compensate him. He was requested to supply the commission with clearer details on his complaint	Pending action from Complainant
689. 2	Valery Okello CAJ/KLB/013/2054/21- EMN	Kenya Literature Bureau	Delay	The complainant alleged that she is the respondent's retired employee and that the respondent had failed to process and pay her terminal benefits	Ongoing inquiry
690. 3	Elizabeth Kamau CAJ/POL/015/3949/21- EMN	Directorate of Criminal Investigations	Delay	The complainant alleged that she had been robbed of some money and that she reported the same to the respondent who had delayed in investigating the same. The complainant was requested to supply clearer details on his complaint	Ongoing inquiry
691. 4	Amanya CAJ/UON/013/2055/21- EMN	The University of Nairobi	Inefficienc y	This complaint is addressed to the respondent and copied to the commission. The complainant alleged misconduct and inefficiency on the part of a lecturer at the University. The complainant was advised that the complaint is addressed to the entity mandated to handle it	Ongoing inquiry

692. 5	P.C Onduso Advocates CAJ/M.LAN/022/2140/21- EMN	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	This complaint is addressed to the respondent and copied to the commission. The complainant alleged that they had written an inquiry to the respondent but that the respondent had failed to respond to his inquiry. The complainant was advised that the letter is addressed to the Ministry mandated to handle it and requested to update the Commission.	Ongoing inquiry
693. 6	Paul Njoka CAJ/PE/040/1882/17B- EMN	Ministry of Lands and Physical Planning	Unresponsive Official Conduct	The complainant alleged that the Kirinyaga County land registrar had failed to supply him with a copy of the green card in respect of his parcel of land. He was advised to supply clearer details of his complaint.	Ongoing inquiry
694. 7	Daniel Mutua Ndiso CAJ/CG/MKS/067/47/21- EMN	The Machakos County Government	Ineptitude	The complainant alleged that he is the respondent's employee having been seconded on devolution but that the respondent had failed to either promote him or increase his salary	Ongoing inquiry
695. 8	Gideon MainaGichohi HUD/ EMBU/M.LAW/022/20-EMN	Ministry of Lands and Physical Planning	Delay	The complainant alleged that his father is the registered owner of land parcel no. KABARE/MIKARARA/337 and that a barrier had been placed on a	Ongoing inquiry

696. 9	Elijah Abila CAJ/PEN/000/816/21-EMN	Pensions Department	Ineptitude	public road leading to his property thereby denying him access to his property The complainant alleged that his father is a retiree and that the respondent had in June 2019 informed him that they had processed his pension and that it was to be deposited into his KCB account but the same has not been done.	Ongoing inquiry
697. 2	Peter Kamuiru Githinji HUD/NYER/NRB/003/82/21-EMN	National Registration Bureau	Delay	The complainant alleged that he had applied for his national identity card on 8 th April, 2019 at the Nyeri Huduma centre but was yet to be issued with one.	Ongoing inquiry
698. 3	Henry Maina Muma CAJ/M.EDU /013/1983/20B-EMN	Maasai University Mara	Ineptitude	The complainant alleged that he was the respondent's part time lecturer teaching at the defunct Nyandarua Satellite Campus and that the respondent had failed to pay his dues despite having met his obligations.	Ongoing inquiry
699. 4	Thomass Odhiambo John CAJ/M.LAN/ 022/2148/21-EMN	Ministry of Lands and Physical Planning	Unfair official conduct	The complainant alleged that they had a land dispute which had been arbitrated at the Homabay Land Control board and that they were dissatisfied with the board's decision. They applied for the board's proceedings which haven't	Ongoing inquiry

					been supplied to them. The complaint was referred to Access to Information Directorate	
700. 6	Joshua Barasa CAJ/M.ENE/021/522/21-EMN	Kenya Power and Lighting Company	Delay	The complainant alleged that they had applied and paid for power connection in 2019 but that the respondent has delayed to connect the same. The complainant was requested to supply the commission with further details on his complaint	Ongoing inquiry	
701. 7	Stephen Omondi CAJ/CG/NRB/060/317/21-EMN	Nairobi Metropolitan Services	Delay	The Complainant alleged that he is the respondents employee and that he had obtained a loan facility which he served by check off system. He said that he fully paid his employer but that his employer continued deducting the loan instalments. He contacted the commission and updated that it has since been solved	Ongoing inquiry	
702. 8	Julius Mwiria CAJ/M.LAN/022/2155/21-EMN	Ministry of Lands and Physical Planning	Delay	The complainant alleged that there is a boundary dispute over Land Parcel NO, 227/288 Nyabasibosonga and that he had sought the services of the Kuria west sub County surveyor who had failed to attend to the boundary dispute	Ongoing inquiry	

703.9	HamisiMusafiriMwasaru CAJ/M.LAN/022/2156/21-EMN	National Commission	Land	Unfair official conduct	The complainant alleged that his plot in Mpeketoni had been compulsorily acquired but that the government had failed to compensate him. File referred to Mombasa office	Ongoing inquiry
704.0	KaburuMiriti Advocates CAJ/POL/015/3973/21-EMN	National Service	Police	Ineptitude	This complaint is addressed to the officer Commanding Central Police Station and copied to this commission amongst other entities. The complainant alleged that his client's Motor Vehicle Registration number KCD 620Z had been detained at central police Station and that the police had failed to release the same. The complainant was advised to update the commission on the developments	Ongoing inquiry
705.4	Peter Kimani Mugo CAJ/NLC/022/2165/21-EMN	National Commission	Land	Ineptitude	The Complainant alleged that he was allocated Plot No. NdeiyaNderu T229 by the Defunct Municipal Council OfKimabu and that he had been following up on issuance of title in respect of the said plot but that the respondent had failed to issue him a letter of allotment.	Ongoing inquiry
706.5	Tuk Engineering Students CAJ/TUK/013/2082/21-EMN	The University of Kenya (TU-K)	Technical	Inefficiency	The complainants alleged that they were the respondent's students and that they	Ongoing inquiry

				completed their studies in 2019 but were yet to graduate because the respondent had failed to pay one of their lecturers who in return was holding onto their marks.	
707. 6	Dorothy K. Marmwacha CAJ/TSC/013/2104/21- EMN	Teachers Service Commission	Delay	The complainant alleged that she is a teacher and holder of TSC No. TSC/654661 who was dismissed from service. She appealed against the respondent's decision in 2019 but that the respondent is yet to reply to her appeal. The complainant was advised to supply further details on her complaint.	Ongoing inquiry
708. 7	Mwinyusimwidadil CAJ/M.LAB/017/823/21- EMN	State Department for Social Protection	Inefficiency	The complainant alleged that he is a guardian to a child with disability who is entitled to receive Inuajamii Cash Transfer and that the remittances were stopped in 2019. He has tried to follow up on the same but that the respondent has not responded	Ongoing inquiry
709. 9	Anonymous CAJ/M.EDU/013/2113/21- EMN	Shanzu Teachers Training College	Unlawful official conduct	The complainant alleged that the respondents administration does not observe the procurement laws the projects it undertakes.	Ongoing inquiry

710. 0	Stanley Thiribi CAJ/PSC/016/171/21-EMN	Public Service Commission	Delay	The complainant alleged that he is principal accountant and that he was due for promotion in 2017 but was never been considered for a promotion.	Ongoing inquiry
711. 1	Harrison M. Mbwaya CAJ/M.EDU/013/2115/21-EMN	Teachers Service Commission	Delay	The complainant alleged that his wife Bernice Onyango TSC NO. 412339 died in 2012 and that he has been following up on her benefits with the respondents in vain.	Ongoing inquiry
712. 2	Abdihamid S. Abdikadir CAJ/IMM/062/1310/21-EMN	Department of Immigration	Delay	The complainant alleged that he applied for a Kenyan passport form the respondents Kisumu office in July, 2020 but has not been issued with the same.	Ongoing inquiry
713. 3	Osman Abubakar CAJ/M.LAN/022/2168/21-EMN	Ministry of Lands and Physical Planning	Abuse of power	The complainant alleged that he is the owner of Land Parcel No. S/WANGA/EKERO/5061-5063 but that the Commissioner of lands cancelled the registration of the said parcels of land.	Ongoing inquiry
714. 4	Bett Leonard Kikoech CAJ/TSC/013/2117/21-EMN	Teachers Service Commission	Unresponsive Official Conduct	The complainant alleged that he is visually impaired and that he had been receiving his disability allowance till December, 2020 when it was suddenly stopped. He said that he wrote to the respondent inquiry about the same but that he has never	Ongoing inquiry

					been respondent to	
715. 5	Mohamed Dahir CAJ/CG/MARSABIT/077/8 /21	County Government of Marsabit	Inefficiency	The complainant alleged that the respondent had awarded Tender No. NWSB/T/CW/034/2016-17 but that the contractor did a shoddy job	Ongoing inquiry	
716.	GEORGE GILBERT ADVOCATES CAJ/DPP/027/228/20-MBA	Office of the Director of Public Prosecution	Delay	That Mr Hassan Babakar Osman (the complainant) held 90% of the shares of Arafco Agriculture Integration Company limited on behalf of Sultan Bin Nasser Bin Abdul Aziz Al Saud through a power of attorney in Kenya That said 90% shares were illegally and fraudulently transferred by Nuh Abdulwahab and Robinson Kigen. There has been inordinate delay by the ODP to prosecute the matter as the DCI has finalized its investigation	Ongoing inquiry	
717.	LEONARD M. GICHUHI CAJ/IRA/000/1323/20	Insurance Regulatory Authority	Unresponsive Official Conduct	Complainant alleges that he submitted a discharge letter of policy to an insurance company which failed to respond. He reported to the respondent who have failed to conclusively deal with the complaint	Ongoing inquiry	
718.	LYDIAH WANGUI GATHERU	Tharaka Nithi	Unlawful	Complainant alleges that the	Ongoing	

	CAJ/CG/THARAKA NITHI/130/17/21-MBA	County Government	Official Conduct	responded interdicted her on half pay; however she has not received the half pay as indicated in the interdiction letter. er. she is requesting for her salary to paid as per the interdiction memo	inquiry
719.	JACOB ONUNGA MUGA CAJ/CG/HOMA BAY/102/19/21-MBA	County Government of Homa Bay	Unresponsive conduct	The complainant was on secondment from Homa Bay County to kisumu county government as a chief officer. Upon expiry of his contract at the Kisumu county, the Homa Bay County government has refused/Failed to reinstate him to his previous position despite making several follow ups	Ongoing inquiry
720.	ELIZABETH ANDALE CAJ/MOH/012/545/21- MBA	Ministry of Health	Delay	Complainant alleges that she was employed as an intern by the Mombasa County. She has not paid her monthly stipend of ksh 15000 for the eight month she was there	Ongoing Inquiry
721.	MARTH WANGARI CAJ/M.LAN/022/2104/20- MBA	Ministry of Lands & Physical Planning	Ineptitude	Complainant alleges that she applied for search and copy of green card of their land however the registrar of lands Nyandarua claimed that the land record cannot be located hence	Inquiry ongoing

					frustrating her effort of transacting with the land.	
722.	JULIUS KABIRU GITHAHU CAJ/P.E/2500/2021-MBA	Kiambu County Government	Delay		Complainant alleges that his neighbour has encroached on road reserve thereby blocking access to his land. He reported the matter to the respondent who have failed to unblock the road reserve	Ongoing inquiry
723.	ANTHONY K KARIUKI	Kenya Power and Lighting Company Limited.	Inefficiency		The complainant alleges that respondent have tempered with his electricity account reading and inflated his electricity bill. Efforts to have the same rectified has been futile	Ongoing inquiry
724.	FRANCIS ONYANGO SEWE CAJ/POL/015/39940/21-MBA	Directorate of Criminal Investigations	Manifest Injustice		Complainant alleges that he was previously charged with the offence of preparation to commit a felony in criminal case no. 20/6/2012 before Ugenya Law Courts. Matter withdrawn under s 87(a) of the CPC. Efforts to get to get a police clearance certificate since then have been futile	Ongoing inquiry
725.	HELEN WAITHIRA KIBUNJA CAJ/GPO/M.EDU/013/206/21-MBA	Jomo Kenyatta University of Agriculture &	Delay		Complainant alleges that the respondent has failed and/or	Inquiry ongoing

		Technology			refused to pay her dues as a teaching assistant at the university since 2015	
726.	STEPHEN NDUNGU CAJ/ACC/001/2345/2021-MBA	Advocates Complaint Commission	Delay		Complainant alleges that he was involved in a RTA in 2018. He later engaged an advocate for the purpose of compensation. His advocate has been unresponsive since then. He reported the matter to the advocate complaint commission in October 2020.	
727.	MARGARET WANJIRA WACHIRA FOR JOSPHAT KIURA KIMATA HUD/EMBU/M.LAN/022/24 8/21-MBA	National Land Commission	Unfair Official Conduct		Complainant alleges that the respondent put a restriction on Mr. Kimata's land without justification. Requested the Commission assistance in having the restriction lifted	Inquiry ongoing
728.	ANONYMOUS CAJ/KENTRADE/075/6/20-MBA	Kentrade	Unlawful official conduct		Complainant alleges that there has been irregular appointment of individuals to positions without adhering to the organization's human resource procedure manual.	Inquiry Ongoing
729.	AMOS NDUNGU KARORI CAJ/M.EDU/013/2017/20-MBA	Teachers Service Commission	Unfair official conduct		Complainant alleges that he was promoted to job group L in 2007. Since then, he has not been	Inquiry ongoing

					promoted to the next grade despite being qualified	
730.	Kenyans in Saudi Arabia CAJ/M.FOR/011/68/20- MBA	Ministry of Foreign Affairs	Manifest Injustice		Complainant allege that the Kenyan embassy in Saudia cause the arrest of some volunteers who protested the delay in repatriation of the bodies of Kenyans who died in Saudi Arabia. Complaint addressed to various government agencies including the ODPP.	Inquiry ongoing
731.	FRANCIS ONYANGO SEWE CAJ/M.TRA/004/487/21- MBA	National Transport and Safety Authority	Delay		Complainant alleges that the respondent have failed to endorse his license with class CE despite making several follow ups on the same.	Inquiry Ongoing
732.	ADAMS MUTUURA	Ministry of Education	Maladmin istration		Complainant alleges that they were transferred from the TSC to TVET department at the Ministry of Education in 2019. That as result of that they have not been promoted to the next job group having been transferred after working for two and a half years.	Inquiry ongoing
733.	JULIUS RAGOR MATEI CAJ/KENHA/006/173/21- MBA	Kenya National Highways Authority	Unfair official conduct		Complaint registered with KENHA and copied to us. Complainant	Matter under inquiry

					alleging that contractors directed storm water to his land during the construction of Kakamega-kiboswa road.	
734.	ANONYMOUS CAJ/P.O/057/465/21-MBA	Public Officer	Unlawful official conduct		Complainant alleged that Mr Sam Kona held two public jobs. That of a commissioner with the NCIC and as a chairperson of National Council For Population And Development Board	
735.	GEOFFREY LIPKEMBOI LIMO CAJ/NPS/015/3963/21	National Police Service Commission	Delay		Complaint made to the NPSC and copied to our office on allegation that the complainants appeal against his dismissal from the NPS has not been	Matter under inquiry
736.	RICHARD MUNENE ITHAI CAJ/M.EDU/013/2056/21-MBA	Ministry of Education	Abuse of Power		Complaint made to the Ministry of Education and copied to our office. Allegations that the complainant was assaulted by fellow students at the school, tortured and later expelled from the school by the deputy principal	Matter under inquiry
737.	JANE KERUBO CAJ/KPLC/021/517/2-MBA	Kenya Power and Lighting Company	Delay		Complaint made to the KPLC and copied to our office. Complainant alleges that she made an application for	Matter under inquiry

				separation and upgrade to phase three level of electricity but the respondent have failed to act on their application.	
738.	EMMANUEL KAMAU NIENGA CAJ/JUD/001/2366/21-MBA	Judiciary	Outside Mandate	Complainant alleges that a suspect in a defilement case was admitted to bond without the victims input. He alleged that he was the guardian of the victim. He also alleged delay in hearing of the matter.	Matter under inquiry
739.	JAPHET IMBAYA AMOKO CAJ/JUD/001/2377/2-MBA	Judiciary	Outside Mandate	Complainant alleges that he was awarded 1,800,000 in civil case no. 141 of 2016 at Vihiga. He requested the Commissions help in making a follow up on the matter as he could not afford to pay his advocate. Complainant advised to follow up with the AG'S office and update us	Matter under inquiry
740.	HENRY MAINA MUMMA	Masacai Mara University	Unresponsive official conduct	Complainant alleges that he was a part time lecturer at the respondent university from 2012-2016. The respondent failed to pay most of his dues rendering him destitute	Inquiry ongoing
741.	MELISA ADHIAMBO CAJ/PSC/016/164/21-MBA	Public Service Commission	Unfair Official	Complainant alleges that She	Complainant advised to

			Conduct	applied for the position of labour officer 11 advertised by the respondents. She further alleges that there was unfairness in the short listing for the position and wanted the Commission to stop the recruitment process. Decision through the Court.	seek access to the short listing information from the PSC
742.	LAWRENCE WANJOHI CAJ/ACC/001/2378/21- MBA	Advocates Complaints Commission	Unfair official conduct	Complainant alleges that his wife was involved in accident and was subsequently awarded compensation through the Court. The advocate failed to remit the decretal sum to her. She reported the matter to the respondent who are yet to resolve it since 2005	ongoing inquiry
743.	MARTIN DEVIS MUTHURI CAJ/ACC/001/2379/21- MBA	Advocates Complaints Commision	Unfair Treatment	Complainant alleges that he was awarded 1,900,000 as compensation after a road traffic accident. That his advocate failed to remit the money to her and only remitted 810,000 in 2015. Efforts to follow up with the ACC has been futile	Ongoing inquiry
744.	EPHRAIM MUYONGA CAJ/DCI/015/3976/21- MBA	Direcoirate Of Criminal Investigations	Delay	Complainant alleges that he applied for good conduct certificate but the respondents have delayed in processing the	Ongoing inquiry

				same for him.	
745.	CAROLINE CHEPNGETICH CAJ/PEN/000/1343/21- MBA	Department of Pensions	Delay	Complaint addressed to pensions Department and copied to us. Complainant alleges that the respondent have failed to remit to her the dependants benefits of her late husband despite submitting all relevant documents to the Pensions department	Ongoing inquiry
746.	GRACE NJOGU CAJ/KPS/002/152/2021- MBA	Kenya Prisons Service	Unlawful Official Conduct	The complainant alleges that a senior sergeant at Kenya Prisons had obtained money from her and has refused to pay for the debt. That the Officer has also threatened her. That Police have failed to investigate the matter when she reported	Matter under inquiry
747.	N.M. SHAH CAJ/JUD/001/2359/21- MBA	Attorney General	Delay	Complainant alleged that he was awarded damages by Court against the respondent. The respondent have failed to abide by the Court order	Ongoing inquiry
748.	OGIEK COMMUNITY CAJ/M.JGC/062/1302/21- MBA	Ministry of Interior and Ccoordination of National Government	Unfair official conduct	Complaint addressed to the principal secretary internal security and copied to us. Complainant allege that non	Inquiry ongoing

749.	JOSEPH GITONGA CAJ/NTSA/004/494/2021- MBA	National Transport and Safety Authority	Inefficiency	resident of Mariashoni location were shortlisted for the interview of Assistant Chief Kiptunga sub location hence disadvantaging bona fide residents of the area. The requested the matter be investigated and the process stopped.	Ongoing inquiry
750.	STEPHEN NDWIGA NJAGI CAJ/NHIF/012/556/21- MBA	National Hospital Insurance Fund	Delay	Complainant alleges that he was involved in accident while on official duty 7.4.2018 at. He has been following up on his WIBA compensation with his employer, the Embu county government but was directed to follow up with the NHIF. The NHIF is yet to respond even after he submitted all statutory documents.	complainant advised to lodge a ongoing inquiry
751.	MARY NAMULISA WATIMA CAJ/KPLC/021/523/21	Kenya Power and Lighting Company	Unfair Treatment	Complainant alleges that persons alleging to be from the respondent disconnected her electricity meter and took her electricity tokens machine. Effort to follow up with the respondent	Ongoing inquiry

					has been in futility.	
752.	MASAYI SE-WA VOMBA MUTORO CAJ/CG/BGM/112/21/ 21-MBA	County Government of Bungoma	Unfair official conduct	Complainant alleges that the County Public Service Board advertised vacancies for the positions of Four (4) Sub-County Administrators in respect to Sirisia, Tongaren, Mt. Elgon and Webuye East Sub-Counties only instead of all the eight sub counties. The said advertisement is a strategy to get rid of the unfairly targeted individuals serving in acting capacity and appoint their political allies without following the due process.	Ongoing inquiry	
753.	KENETH GITONGA CAJ/M.LABOUR/017/815/2 1-MBA	Ministry of Labour	Delay	Complainant alleges that he was injured while at his place of work. His contract was later terminated by his employer as a result of the injury. He reported to the labour office in Tharaka Nithi county and was referred to Meru. His complaint is yet to be resolved.	Ongoing inquiry	
754.	BRIAN KIPRUTO CAJ/PEN/000/1355/21- MBA	Department of Pensions	Delay	Complainant alleges that he has been following up on his late father who was a police officer pension with the respondents. That despite submitting relevant documents to the respondent the pension is yet to be paid.	Matter under inquiry	
755.	ALICE NJERI	Ministry of Interior	Discourtes	Complainant alleges that the	Ongoing	

	CAJ/M.IGC/062/1294/21-MBA	and Coordination of National Government	y	Deputy county Commissioner Kiambu and the Chief Gitaru Location have been discourteous to her where the DCC demanded she hands over her deceased mums identity card and the chief threw away a letter addressed to him by the National Council For Person With Disability.	Inquiry
756.	ARNOLD MUDI CAJ/NPS/015/3987/21-MBA	National Police Service	Unresponsive Official Conduct	Complainant alleges that he was dismissed from the National police service in 2012 following his conviction in a criminal case. That the conviction was subsequently quashed upon appeal. He appealed for his reinstatement but the same has not been heard. That effort to get employed in other government agencies has been hampered by the subsisting appeal against dismissal.	Ongoing inquiry
757.	CORNELIUS KIPKEMOI CHERUYOT CAJ/M.INT/062/1307/21-MBA	Ministry of Interior and Coordination	Manifest Injustice	Complainant alleges that he applied for the position of Assistant chief at Kedowa in Londiani Kericho County. That he was reliably informed that he was the best candidate in the interview but was later short-changed. Complainant advised to file matter under access to information.	Ongoing inquiry
758.	ABDUL HEMED JUMBE	Ministry of Lands	Delay	Complainant alleges that	Ongoing

	HUD/NYERI/M.LAN/022/25 1/21	and Physical Planning		respondent has failed to release the determination of a land dispute between him and his neighbour	inquiry
759.	ANN WANJIRU CAJ/KRA/000/1359/2-MBA	Kenya Revenue Authority	Unfair official conduct	Complainant alleges that she was unfair dismissed by the respondent on grounds of pecuniary embarrassment	Ongoing inquiry
760.	CONCE MWENDE CAJ/KRA/000/1360/21- MBA	Kenya Revenue Authority	Inefficiency	Complaint was addressed to the KRA .Complainant alleges that she was wrongly registered for PAYE tax obligation. Efforts to have the respondent rectify the anomaly have been futile	Inquiry Ongoing
761.	ABUBAKAR MKWALE CAJ- PENSION/000/1358/21	Pensions Department	Delay	Complainant alleges that the respondent have delayed processing his father's pensions despite submitting documents. That his application was returned to his employer the Ministry of Tourism and wildlife which ministry is not responsive.	Matter under inquiry
762.	SAMUEL NDUOMA M'KINGOLA CAJ/M.INT/062/1312/21- MBA	Ministry of Interior and Coordination of National Government	Unfair Official Conduct	Complainant alleges that DCC Tigania East failed to prudently handle a land dispute in which he was party. The DCC overturned the decision of the former DCC and awarded his land to other parties	Matter under inquiry
763.	DIANA NYANCHOKA	University of	Ineptitude	Complainant alleges that she	Matter under

	MANGARORA CAJ/UON/013/2130/21- MBA	Nairobi		enrolled for her Bachelor's degree with the respondent in 2016. That despite sitting for part six final exam in June 2020 the results of the same has not reflected on the portal. This has resulted in her delayed graduation	inquiry
764.	WOODLEY RESIDENTSWELFARE SOCIETY CAJ/NMS.060/310/21-MBA	Nairobi Metropolitan Services	Manifest Injustice	Complainant alleged that the respondents planned to carry out redevelopment of their estate through public private initiative. That there was no public participation and that the matter was active before court. Complaint addressed to the NMS and copied to us.	File closed complainant advised to follow up with the Nairobi metropolitan services.
765.	CPA ISAAC O. LANGO CAJ/KALRO/014/J73/21- MBA	Kenya Agricultural Livestock Research Organisa tion(KALRO)	Unfair Treatment	The complainant alleges that he was interdicted from service without due process being followed, that it was alleged that he forged a letter from KESREF self help group to obtain a further loan	Ongoing inquiry
766.	CECILIA MUTHIANI CAJ/M.HEA/012/560/21- MBA	Ministry Of Health	Manifest Injustice	Complainant alleges that she resigned from an internship program in November 2020. The respondents have failed to send her last pay certificate to her new employer, the Turkana	Ongoing inquiry

					County Government. The complainant wants the respondents to release her last pay certificate and IPPD data	
767.	JOHN KARINGE CAJ/M.LAN/022/2142/21-MBA	Ministry of Lands and Physical Planning	Inefficiency	Complainant alleges that the cabinet minister of lands issued notices through print media advising unavailability of services at land registries due to covid. That due to the same it has become difficult to collect title deeds at the Nakuru land registry	Inquiry ongoing	
768.	PAMELA KHASEI AMUSABI CAJ/M.EDU/2020/21-MBA	County Government of Vihiga	Unfair Official Conduct	Complainant alleges that she applied for ECDE teacher at Vihiga and was denied the chance in favour of inexperienced fresh graduates despite her 21 years experience	Inquiry ongoing	
769.	DANIEL MAINA NJOROGI CAJ/KPLC/021/508/21-MBA	Kenya Power and Lighting Company	Delay	Complainant alleges that the respondents have failed to fully compensate him for his crop damages which occurred between 1995-1997	Inquiry ongoing	
770.	EMBAKASI RANCHING CAJ/MIGC/062/301/21-MBA	Ministry of Interior	Abuse of power	Complainant alleges that the deputy county commissioner, Njiru sub county has interfered with the affairs of Embakasi	Ongoing inquiry	

771.	CHARLES K. MBUVI CAJ/M.EDU/013/2126/21- MBA	Ministry Of Education	Unfair official conduct	ranching Complainant alleges that his son was suspended from Kathiani Boys in Machakos County on account of various allegations. That the school has continuously suspended the student thereby affecting his studies. Complaint addressed to the Deputy Director of Education	Ongoing inquiry
772.	Justus Nzioki Muia CAJ/IMM/062/1274/21-SK	Ministry of Interior	Delay	A complaint alleging delay by Deputy County Commissioner for Mukaa Sub-County, Makeni County in delivering a ruling on a land case he presided on	Inquiry ongoing
773.	Watson Mbugua CAJ/M.EDU/013/2019/21- SK	Ministry of Education	Unresponsive Official Conduct	A complaint alleging unresponsiveness by PC Kinyanjui Technical Training Institute for failing to pay the complainant's full benefits.	Inquiry ongoing
774.	Chenje Gumbao Katana CAJ/M.IGC/062/1272/21- SK	Ministry of Interior and Coordination of National Government	Inefficiency	The complainant alleged irregularities in recruitment for the position of Assistant Chief in Mwambani Sub-County in Kilifi County. It was alleged that the office holders for the said position have been blood relatives for the last three consecutive terms.	Ongoing inquiry.
775.	Isaac J. Wanjohi CAJ/ NMS/060/311/21-SK	Nairobi City County	Unlawful conduct	The complainant alleged maladministration by Nairobi City	Pending action from

				County for granting a development permit on the complainant's land to a person unknown to him. We requested the complainant to furnish the Land Reference No. to enable us deal further.	the complainant.
776.	Johnstone K. Koske CAJ/M.ENE/021/497/21-SK	Kenya Power and Lighting Company	Unresponsive official conduct	The complainant alleged failure by Kenya Power and Lighting Company to restore the complainant's electricity connection Meter No.37176803650.	Ongoing inquiry.
777.	Lucy Wanjira Njoroge CAJ/M.LAN/022/2122/21-SK	Ministry of Lands and Physical Planning	Unfair treatment	The complainant alleged unfair treatment by Ministry of Lands for dismissing the complainant's sister who was mentally sick instead of retiring her on medical grounds to enable her claim her benefits.	Ongoing inquiry.
778.	Dennis Kolumba CAJ/M.IGC/062/1273/21-SK	Ministry of Interior and Coordination of National Government	Delay	The complainant alleged delay by Police at Mbooni Police Station to arrest a suspect in a criminal offence of defilement of a minor. It was alleged that there was cover up by senior Police officers as the suspect was an Assistant County Commissioner for Mbooni Sub-County.	Ongoing inquiry.
779.	Christopher Mwitawerema CAJ/M.TRA/004/485/21	Kenya Railways Corporation	Delay	The complainant alleged delay by Kenya Railways Corporation to pay the complainant Service Gratuity for 11 years he had worked for the Corporation.	Ongoing inquiry.

780.	Joseph Muchiri Mwai CAJ/M.LAN/022/2119/21-SK	Ministry of Lands & Physical Planning	Maladministration	The complainant alleged that a private person known to him forcefully occupied his land and was assisted by the Kajjado Lands Office to settle in his land and that the Lands Office refused to issue him with a Certificate of Official search. Complainant requested to clarify the title/Plot Number for his land to enable us deal.	Pending action from the complainant.
781.	Florence Akendo CAJ/M.EDU/013/2030/20-SK	Teachers Service Commission	Unresponsive official conduct	The complainant alleged unresponsiveness by Teachers Service Commission for failing to forward National Social Security Fund contributions for the complainant's mother to Teachers Service Commission to enable her get her full benefits from National Social Security Fund.	Ongoing inquiry.
782.	AfricaSharePartnership CAJ/POL/015/3932/21-SK	National Police Service	Delay	The complainant alleged delay by the Directorate of Criminal Investigations to arrest suspects in connection to fraudulent transaction in the complainant company.	Ongoing inquiry.
783.	Hellen Waithira HUD/GPO/M.EDU/013/207/21-SK	Dedan Kimathi University of Technology	Delay	The complainant alleged delay by Dedan Kimathi University of Technology to pay the complainant Kshs.655,400 for part-time lecturing.	Ongoing inquiry.
784.	Peter Ofieno CAJ/NSSF/017/811/21-SK	National Social Security Fund	Delay	The complainant alleged delay by National Social Security Fund	Ongoing inquiry.

					to process benefits for the complainant applied for on 26 th November 2019.	
785.	Julius Nyangor CAJ/KPLC/021/486/21-SK	Kenya Power and Lighting Company	Delay	The complainant alleged delay by Kenya Power and Lighting Company to reverse a transaction wherein the complainant paid excessive amount for prepaid tokens than he intended to spend.	Ongoing inquiry.	
786.	Edwin GwarroOtoto CAJ/M.ENE/021/500/21-SK	Kenya Power and Lighting Company	Delay	The complainant alleged delay by Kenya Power and Lighting Company to process the complainant's application for connection to the grid. We requested the complainant to provide a copy of the application and any receipts from Kenya Power and Lighting Company.	Ongoing inquiry.	
787.	Joseph Nderitu Kairu CAJ/M.LAN/022/2125/21-SK	Ministry of Lands and Physical Planning	Unresponsive official conduct	The complainant alleged service failure and maladministration at the Nakuru Lands Registry for demanding payment of excessive processing fees for replacement of a green card for the complainant's land Title Number Dundori/Lanet Block 5/2075(Kiamunyeki "A").	Ongoing inquiry.	
788.	Jones Gibson Mwangi CAJ/M.HOU/58/21-SK	Ministry of Transport, Infrastructure, Housing, Urban Development and	Delay	The complainant alleged delay by the Central Bank of Kenya to investigate a complaint of fraud reported by the complainant wherein he alleged that his	Ongoing inquiry.	

		Public Works				mortgage account No.01-091079 in Housing Finance Company was deleted and a credit balance of Kshs.457, 289 stolen.	
789.	Mutuma Gichuru and Associates Advocates CAJ/M.IGC/062/1286/21-SK	Ministry of Interior and Coordination of National Government	Delay			The complainant alleged delay by the Ministry of Interior and Coordination of National Government to settle a decretal amount of Kshs.14, 073,500 owed to the complainant's client.	Ongoing inquiry.
790.	Vocational Technical Trainers CAJ/M.EDU/013/2046/21-SK	Ministry of Education	Unfair treatment			The complainant alleged unfairness in the training process for Technical and Vocational Education and Training trainers due to lack of consultations in selection of training institutions and failure by the Ministry to cater for training expenses and instead requiring individual trainers to pay full course fees.	Ongoing inquiry.
791.	Muiruri Cheserek for Stephen Njoroge CAJ/POL/015/3948/21-SK	National Police Service	Unresponsive official conduct			The complainant alleged unresponsiveness by the Directorate of Criminal Investigations for failing to arrest suspects in a forgery complaint.	Ongoing inquiry.
792.	John Yaa CAJ/M.IGC/062/1282/21-SK	Ministry of Interior and Coordination of National Govt.	Unlawful conduct			The complainant alleged irregularities in the recruitment of Assistant Chief for Mwambani Sub-Location in Kilifi County.	The file was merged with Ref: CAJ/M.IGC/062/1272/21 as both raise same issues.
793.	Part-Time Lectures of Maseno University	Maseno University	Unresponsive official			The complainant alleged non-payment of salaries and	Pending action from

	CAJ/M.EDU/013/2012/20-SK		conduct	allowances to part-time lecturers of Maseno University. The complainants requested to furnish particulars of unpaid lecturers and the amounts claimed from the University.	the complainants.
794.	Wycliffe Situnawanjala CAJ/C.REG/062/1276/21-SK	Department of Civil Registration	Delay	The complainant alleged delay in issuance of a Death Certificate for his late brother Oscar SimiyuWanjala who died on 22 nd August 2018 at Gacharage, Kiambu. We inquired and the complainant was advised to lodge a new a application as key details like the place of death was not entered in his initial application.	Pending action from the complainant.
795.	Lucy Akoth Atieno AJ/PE/040/2530/21-SK	Private Entity	Delay	The complainant alleged delay by Kenya Alliance Insurance to pay commissions owed to the complainant following a successful procurement of medical insurance for a public University. Upon perusal of supporting documents it was noted that the matter was active before Insurance Regulatory Authority and an inquiry with them initiated.	Ongoing inquiry.
796.	Victor Kariuki Wairei CAJ/KALRO/014/36/21-SK	Kenya Agricultural and Livestock Research Organisation (KALRO)	Unfair treatment	The complainant alleged unfair treatment by Kenya Agricultural and Livestock Research Organization in regards to the determination of a disciplinary	Ongoing inquiry.

	<p>case against him. He indicated that he was subjected to unfair disciplinary process after he was accused of absenteeism from duty following his transfer to a new station on 19th September 2016. He claimed that there was abuse of due process as he was not given a chance to be heard and consequently the decision of the management was unfair.</p>			
797.	<p>Eastleigh Route Matatu Sacco Members CAJ/M.COOP/025/168/21-SK</p>	<p>Ministry of Industrialization, Trade and Enterprise Development</p>	<p>Delay</p>	<p>The complainants alleged delay by the Ministry of Cooperatives to conduct a further inquiry pursuant to an inspection report concerning the operations of the Eastleigh Route Matatu SACCO under the Ministry's Reference Number: CS Number.12881 conducted in 2020. They stated that they made a payment of Kshs.157, 000 as inquiry fees but the Ministry was yet to undertake the inquiry.</p>
798.	<p>WabombaBiketifi Kennedy CAJ/M.IGC/0621/1295/21-SK</p>	<p>Department of Civil Registration Services</p>	<p>Delay</p>	<p>The complainant alleged delay in issuance of a Kenyan Passport for which the complainant applied for on 13th January 2020, Application Number EPP1-B5TKBPLD.</p>
799.	<p>Kennedy Onyango CAJ/PEN/000/1340/21-SK</p>	<p>Pensions Department</p>	<p>Delay</p>	<p>The complainant alleged delay in processing of pension dues for the complainant's late father who passed on in 2013. The</p>

				beneficiaries only received death gratuity in 2020 and were advised to wait for the processing of pension dues under APN 317184.	
800.	Chrispinus Omumia Makok ha CAJ/PO/047/475/21-SK	Public Officer	Delay	The complainant alleged delay by Kiambu County Labour Officer to compel his former employer, Squad Three Security, to pay him Kshs.216, 213 as per the determination of his case by the Labour Office. He stated that the County Labour Officer promised to help him but later on turned hostile.	Ongoing inquiry.
801.	Lazarus Musili Mulandi CAJ/M.EDU//013/2082/21-SK	Ministry of Education	Unfair treatment	The complainant alleged unfair treatment by the Manager of Kyuso Vocational Training Centre for malicious destruction of his property in his residence within the Centre. He stated that on 8 th January 2021, he tendered a letter for resignation and as he was awaiting consideration by the Board, the Manager in the company of an instructor broke into his house on 11 th February 2021 and destroyed his belongings without any justifiable reason.	Ongoing inquiry.
802.	Patrick Bushuru Atako CAJ/M.LAB/017/821/21-SK	Ministry of Labour & Social Protection	Delay	The complainant alleged delay by Nairobi County Labour Officer to resolve a complaint he lodged against his former	Ongoing inquiry.

803.	Otieno Obell Peter CAJ/M.EDU/013/2069/21-SK	Ministry of Education	Unfair treatment	<p>employer Gatearmour Services Limited for non-payment of salaries from 15th August 2020 to 7th October 2020 at the rate of Kshs.12,000 per month.</p> <p>The complainant alleged unfair treatment by the Teachers Service Commission for imposing an irregular loan from Taraji Sacco Limited in the T-Pay system and was in the process of effecting deductions to his salary. Complainant requested to furnish his Teachers Service Commission Number to enable us inquire with them.</p>	Pending action from the complainant.
804.	Anonymous CAJ/M.IGC/062/1298/21-SK	Ministry of Interior and Coordination of National Government	Maladministration	<p>The complainant alleged maladministration at the State Department for Devolution in form of conflict of interest, failure to adhere to due process in recruitment of staff, infiltration by dishonest individuals and illegal promotions.</p>	Ongoing inquiry.
805.	Venaclipse Technologies CAJ/M.EDU/013/2077/21-SK	Ministry of Education	Unresponsive Official Conduct	<p>The complainant alleged that Mailwa Primary School and Lenkishon Primary School in Kajjado County failed to pay for Information Communication Technology services offered to them on diverse dates between March and November 2019. He alleged that he wrote to the Ministry of Education officials</p>	Ongoing inquiry.

					in Kaijado County and at the National level but none responded to his complaint.	
806.	Francis Njuki Njomo CAJ/KPLC/021/513/21-SK	Kenya Power and Lighting Company	Unresponsive official conduct	The complainant alleged failure by Kenya Power and Lighting Company to compensate him after his house was razed down by fire emanating from a power line near his home.	Ongoing inquiry.	
807.	Chrispine Kera CAJ/TSC/013/2109/21-SK	Teachers Service Commission	Delay	The complainant alleged delay by Teachers Service Commission in processing death gratuity for his late brother (name withheld, Teachers Service Commission number 89552) and other benefits for his widows. He stated that the widows forwarded all documents including their bank account details to Teachers Service Commission but there has been no communication and they were yet to forward the file to the National Treasury.	Ongoing inquiry.	
808.	Etole & Company Advocates CAJ/CG/KIAMBU/072/72/21-SK	County Government of Kiambu	Abuse of power	The complainant alleged failure by County Government of Kiambu to honour a court order issued in Judicial Review Application Number 8 of 2017 stopping the County from enforcing by-laws on business licensing. The complainant requested to furnish further particulars.	Pending action from the complainant.	

809.	Osman Abubakar CAJ/M.WAT/009/289/21-SK	Ministry of Water, Sanitation and Irrigation	Oppressive conduct	The complainant alleged excessive water charges by Kakamega County Urban Water and Sanitation Company Limited. He stated that the excessive charges resulted from faulty meter readings on his meter Account Number 020128MM which he reported and the meter was corrected but the company was still demanding Kshs.15,000 from him.	Ongoing inquiry.
810.	Employees of Tande School CAJ/M.EDU/013/2106/21-SK	Ministry of Education	Delay	The complainants alleged delay by the Principal of Tande Secondary School in Kakamega North Sub-County to pay their salaries for ten (10) months. The Principal was further accused of nepotism and mismanagement of the School.	Ongoing inquiry.
811.	Kenya Human Rights for Teresa Wanja Wachira CAJ/NLC/022/2165/2021-SK	National Land Commission	Unfair treatment	The complainant alleged unfair treatment of their client following compulsory acquisition of her land Parcel No. Kimilili/Kimilili/930 for the construction of Kimilili-Chwele Road without following due process and failure to compensate her contrary to the law.	Ongoing inquiry.
812.	Francis Njuguna CAJ/PEN/000/1352/21-SK	Pensions Department	Delay	The complainant alleged delay by Pensions Department in processing his retirement dues following his exit from service with National Social Security	Ongoing inquiry.

				Fund on 21 st August 2019. He indicated that all relevant documents were duly forwarded by his immediate employer but Pensions Department was yet to process his dues.	
813.	David Thiong'o CAJ/M.ENE/021/1524/21-SK	Kenya power and Lighting Company	Manifest injustice	The complainant alleged destruction of property (Eucalyptus trees) on his aunt's land parcel number Naivasha/Maraigushu Block 4/633 in May 2021. He sought to know why the trees were cut yet, in his view, they did not interfere with the power line.	Ongoing inquiry.
814.	Clive Olive Nyandege CAJ/M.EDU/013/2098/21-SK	Teachers Service Commission	Unfair treatment	The complainant alleged that Teachers Service Commission declined to pay his father's accrued pension dues for 10 years prior to his retirement from service in 1997. He noted that his father's colleagues, who successfully sued their former employer, were paid their pension but his father was left out.	Ongoing inquiry.
815.	Geoffrey Mwendu Mbae CAJ/ROC/001/2385/21-SK	Registrar of Companies	Delay	The complainant alleged delay by the Registrar of Companies to act on a complaint reported on 1 st October 2019 wherein he alleged that a co-director in TechGlobal Trading Company Limited fraudulently appointed	Ongoing inquiry.

816.	Mohamed Ibrahim Ganyure CAJ/M.EDU/013/2103/21-SK	Ministry of Education	Delay	his wife as a director. The complainant alleged delay by Teachers Service Commission to pay his unpaid salary arrears and allowances from 1992 to 2019 amounting to Kshs.2, 643, 985. We requested the complainant to furnish further particulars of the complaint.	Pending action from the complainant.
817.	Joseph ChachaNyamori CAJ/M.EDU/013/2101/21-SK	Kenya National Examination Council	Unresponsive official conduct	The complainant alleged failure by the Kenya National Examination Council to issue him with a duplicate Kenya Certificate of Secondary Education certificate for which he sat for in 1993. He stated that he lost the original certificate and the Council was demanding that he submits documents which are in their file or a nominal roll which he could not obtain from his former school.	Ongoing inquiry.
818.	Residents Land Protection Organization of Kenya CAJ/M.IGC/062/1304/21-SK	Ministry of Interior and Coordination of National Government	Abuse of power	The complainants alleged illegal demolitions of the members' houses and evictions in MtwapaMzambweni Plot Number Kilifi/Mtwapa/1749 Org. No.Mtwapa/598 on 1 st May 2021. They stated that the said land is an ancestral land but a private person had encroached and was using the Police to forcefully evict owners.	Ongoing inquiry.

819.	John Matu CAJ/PO/047/478/21-SK	Public Officer	Inefficiency Y	The complainant alleged inefficiency by the Member of County Assembly for Kaiobangi South Ward for failing to rehabilitate roads in the ward.	Ongoing inquiry.
820.	George Ochieng CAJ/ODPP/027/239/21-SK	Office of the Director of Public Prosecutions	Delay	The complainant alleged delay by the Office of the Director of Public Prosecutions to recommend the arrest of a suspect in the complainant's case which was pending before Bondo Law Courts.	Ongoing inquiry.
821.	Yvonne Anjela Achieng CAJ/KASNEB/013/2096/21-SK	Kenya Accountants and Secretaries National Examinations Board	Inefficiency Y	The complainant alleged inefficiency in the Kenya Accountants and Secretaries National Examinations Board online communication channels and the office telephone line. She indicated that she sought information on how to download an exam timetable but she could not reach the respondents through all communication media provided on the website.	Ongoing inquiry.
822.	Mohamed Warsama CAJ/NCA/007/65/2021-SK	National Construction Authority	Inefficiency Y	The complainant alleged failure by the respondents to enforce the National Construction Authority Act against unregistered developers and contractors in the Coast Region. He stated that a Turkish company called Rotonhsaat was undertaking developments without a National Construction	Ongoing inquiry.

823.	Judy Mburu CAJ/M.HEA/012/553/2021 -SK	Ministry of Health	Unresponsive official conduct	Authority license.	Ongoing inquiry.
824.	Issack Abdullahi Hassan CAJ/MOI/UNV/013/2097/2 1-SK	Moi University	Delay	The complainant alleged refusal by St.Francis Hospital Kasarani to release the body of her friend's sister for burial due to unpaid hospital bill of Kshs.1.5 Million. The complainant alleged delay by Moi University to refund the sum of Kshs.49,000 paid in May 2018 to undertake a course in Bachelor of Business Management. He indicated that classes failed to commence in time prompting him to drop the course and relocate to Wajir.	Ongoing inquiry.
825.	Stanely Kwambai Chepkie ny CAJ/CG/E.MARAKWET/12 6/7/21-SK	County Government of Elgeyo Marakwet	Unlawful conduct	The complainant alleged unlawful conduct by the County Government of Elgeyo Marakwet for forcefully evicting him and his neighbours from their ancestral land to pave way for construction of a market at Matira Trading Centre.	Ongoing inquiry.
826.	Muchui Advocates on Behalf of Grace Awinja Obala CAJ/POL/015/3998/21 -SK	National Police Service	Unlawful conduct	The complainant alleged unlawful conduct by the Officer Commanding Station of Spring Valley Police Station for detaining their client beyond constitutional time limits for arraignment in court.	Ongoing inquiry.
827.	Ashish Magon CAJ/NPS/015/3996/21-SK	National Police Service	Delay	The complainant alleged failure by the Directorate of Criminal Investigations to investigate and	Pending action from the

				apprehend the suspect in a complaint of fraud made by him in 2010. We requested the complainant to provide the Occurrence Book Number and the Station where the complaint was made.	complainant.
828.	Anonymous vs Kericho County CAJ/CG/KERICHO/128/13/21-SK	County Government of Kericho	Oppressive conduct	The complainant alleged oppression by the County Government of Kericho towards contractors by refusing to issue them with contract documents even after the work is completed. As a result, contractors are unable to claim payments.	Ongoing inquiry.
829.	Kennedy MuriukiWanyugi CAJ/NPS/015/3995/21-SK	National Police Service	Unresponsive official conduct	The complainant alleged failure by the Police at KahawaSukari Police Station to record a complaint of assault reported by him. He stated that he has visited the station on numerous occasions and the Officer Commanding Station keeps taking him in circles with the excuse that the Occurrence Book is not available.	Ongoing inquiry.
830.	Jarmacus Mwangi CAJ/KUCCFPS/013/21 29/21-SK	Kenya Universities and Colleges Central Placement Service	Unlawful conduct	The complainant alleged unlawful conduct by the Kenya Universities and Colleges Central Placement Service for requiring students to do a first revision of choice of colleges at Kshs.1,000 yet they had already paid	Ongoing inquiry.

831.	Mary Kagure CAJ/M.EDU/012/2123/21-SK	Laikipia University	Unfair treatment	Kshs.500 for first selection of colleges. The complainant alleged that she was denied a chance by Laikipia University to undertake examinations which she had failed to sit for valid personal reasons. She indicated that the University required her to retake the subject which means she had to do the courses afresh including class attendances	Ongoing inquiry.
832.	Union of National research and Allied Institutes Staff of Kenya (UNRISK) CAJ/NKM/030/46/21-SK	Ministry of Sports, Culture and Heritage (National Museums of Kenya)	Delay	The complainant alleged delay by the Ministry of Sports, Culture and Heritage to pay annual increments for its staff in Job Gropus NMI-NM10 and NM11 to NM14 from 2018 and 2019 respectively	Ongoing inquiry.
833.	Enos AbulwaAndika CAJ/ELD/NCPWD/017/47/21-NK	National Council for Persons with Disabilities	Unfair treatment	The Complainant alleged that National Council for Persons with Disabilities failed to remit the cash support from the persons with severe disabilities cash transfer since 2015.	Ongoing inquiry.
834.	George Wangara CAJ/ELD/CG/BUNGOMA/112/01/2021-NK	County Government Of Bungoma	Unresponsive official conduct	The complainant alleged that the County Government of Bungoma failed to address a complaint regarding noise pollution by Johari Flour Millers.	Ongoing inquiry.
835.	Daniel Wandera CAJ/M.EDU/13/69/2021-NK	Ministry of Education	Unresponsive official conduct	The complainant alleged that the Ministry of Education failed to acknowledge his resignation from Kenya Union of Post Primary	Ongoing inquiry.

					Education Teachers and continues to deduct the Union monthly contribution.	
836.	William Kipkore Chelimo CAJ/ELD/M.LAN/022/86/2 1-NK	Ministry of Lands and Physical Planning	Inefficiency	The complainant alleged that the Eldoret Land Registrar failed to remove a structure that was erected on the parcel of land known as Plot 2093 that blocked the access road to his home.	Ongoing inquiry.	
837.	Duke MugeMugambi CAJ/ELD/M.LAN/022/67/2 1-NK	Ministry of Lands and Physical Planning	Unfair treatment	The complainant alleged that the Eldoret Land Registrar declined to hear his complaint before placing a caution.	Ongoing inquiry.	
838.	Johash Kiprotich Mengich CAJ/ ELD/M.LAN/022/69/21-NK	Ministry of Lands and Physical planning	Unresponsive official conduct	The complainant alleged that Kapsabet Land Registry failed to respond to a complaint he lodged regarding title no. Nandi/Olessos/1166, Nandi/Olessos 1157 and Nandi/Olessos/1165.	Ongoing inquiry.	
839.	Johash Kiprotich Mengich CAJ/ELD/JUD/001/126/20 21- NK	Judiciary	Unresponsive official conduct	The complainant alleged that Kapsabet Law Courts failed to respond to his request communicated vide a letter dated 7 th July 2020.	Ongoing inquiry.	
840.	Jane Rose Nalidka CAJ/ELD/MOICNG/062/99 /21-NK	Ministry of Interior and Coordination of National Government	Inefficiency	The complainant alleged that the Area Chief Soy Location failed to resolve a complaint that she lodged.	Ongoing inquiry.	
841.	Peter Kipilimo Biwot CAJ/ELD/MOICNG/62/98/ 21-NK	Ministry of Interior and Coordination of National Government	Administrative injustice	The complainant alleged that the County Commissioner failed to respond to his complaint that he lodged vide letter dated 13 th September 2020.	Ongoing inquiry.	

842.	Bernard Amugune CAJ/ELD/MOICNG/062/10 0/21-NK	Ministry of Interior and Coordination of National Government	Inefficiency	The complainant alleged that the Area Chief Kongoni Location failed to address a complaint that he lodged against his wife.	Ongoing inquiry.
843.	Anonymous CAJ/ELD/PO/048/4/21-NK	Public Officer- Grace JepkoehKenduiywa	Abuse of power	The complainant alleged that Grace JepkoehKenduiywa, a public officer, was harassing her junior officers and threatening to cause their dismissal.	Pending action from the complainant.
844.	Richard KiptooKawerkeu CAJ/ELD/M.TRA/004/11/2 1-NK	National Transport and Safety Authority	Unfair treatment	The complainant alleged that officers at Uasin Gishu Motor Vehicle Inspection Unit have declined to inspect his motor vehicle.	Ongoing inquiry.
845.	Richard KipkemboiKuitto CAJ/ELD/M.EDU/013/73/2 021-NK	Ministry of Education	Unresponsive official conduct	The complainant alleged that the Ministry of Education failed to acknowledge his resignation from Kenya Union of Post Primary Education Teachers and continued to deduct the Union monthly contribution.	Ongoing inquiry.
846.	Gabriel Amunde Ofieno CAJ/HUD/ELD/M.LAB/017/ 29/21-NK	Ministry of Labour and Social Protection	Delay	The complainant alleged that the Nakuru County Occupational Safety and Health Office failed to act on a complaint he lodged against his employer Joseph Mburu Kimani.	Ongoing inquiry.
847.	Julius Wanga CAJ/ELD/M.LAN/022/70/2 1-NK	Ministry of Lands and Physical Planning	Delay	The complainant alleged that the Land Registrar at Eldoret Land Registry failed to process his title which he applied for in December 2020.	Ongoing inquiry.
848.	Emmy Komen CAJ/ELD/POL/015/149/21-	National Police Service	Inefficiency	The complainant alleged that police officers from Kaptagat	Ongoing inquiry.

	NK				Police Station failed to investigate an incident she reported on 23 rd January 2021. That the said police officers retained her P3 form and the Occurrence Book Number.	
849.	Clement KipyatorKipngeno CAJ/ELD/POL/015/149/21-NK	National Police Service	Delay		The complainant alleged that police officers from Tambach Police Station failed to investigate an incident he lodged vide Occurrence Book Number 15/17/03/2021.	Ongoing inquiry.
850.	Paziliza J. Kandie CAJ/ELD/MOICNG/062/101/21-NK	Ministry of Interior and Coordination of National Government	Inefficiency		The complainant alleged that the Officer in Charge of Karbanet Police Station failed to investigate incidences lodged vide Occurrence Book Numbers: 17/11/10/16, 8/16/07/2019, 11/29/08/2020.	Ongoing inquiry.
851.	MagdalineJepkosgei CAJ/ELD/MOICNG/062/103/21-NK	Ministry of Interior and Coordination of National Government	Unlawful official conduct		The complainant alleged that the Assistant Chief, Mr. Charles Sang of Kesogon Sub-Location, sexually harassed her and took her knapsack.	Ongoing inquiry.
852.	Paul Malakwen Mase CAJ/ELD/MOICNG/062/102/21-NK	Ministry of Interior and Coordination of National Government	Delay		The complainant alleged that the Assistant Chief for Sugoi Sub-Location delayed in determining a complaint that was lodged on 11 th June 2020.	Ongoing inquiry.
853.	Boniface Mwangi CAJ/ELD/M.EDU/013/75/20-NK	Ministry of Education	Delay		The complainant alleged that the State Department of Technical and Vocational Education and Training delayed in paying his salary for the period	Ongoing inquiry.

					May 2019 to February 2020.	
854.	Jamal Diriwo Omari CAJ/ELD/ATI/JUD/001/128 /21-NK	Registrar of Societies	Access to Information	The complainant alleged that the Registrar of Societies declined his request for information regarding Muslim Association Jamia Mosques Committee.	Ongoing inquiry.	
855.	Pauline Akiru CAJ/ELD/M.EDU/13/76/21-NK	Turkana University College	Unfair treatment	The complainant alleged that her employer, Turkana University College, has withheld her salary stating that she had taken up a role that was in conflict with her current employment.	Ongoing inquiry.	
856.	Hillary Kemei CAJ/ELD/M.TRAN/004/12/21-NK	Kenya Urban Roads Authority	Inefficiency	The complainant alleged that the Kenya Urban Roads Authority failed to respond to a complaint he lodged regarding a blocked culvert in Namgoi Centre, Kapsoabet.	Ongoing inquiry.	
857.	Nicholas Seur CAJ/ELD/PO/048/5/21-NK	Public Officer, Eldoret Huduma Centre, Directorate of Criminal Investigations desk	Discourtesy	The complainant alleged that an officer serving at the Eldoret Huduma Centre, Directorate of Criminal Investigation desk was rude to him.	Ongoing inquiry.	
858.	John Kemboi Tuwei CAJ/ELD/M.LAN/022/71/21-NK	Ministry of Lands and Physical Planning	Inefficiency	The complainant alleged that Uasin Gishu County Surveyor failed to resolve a complaint regarding a road on parcel number 21/3636 Kahoya Estate.	Ongoing inquiry.	
859.	Christopher Ngare Mururi CAJ/ELD/POL/015/152/21-NK	National Police Service	Inefficiency	The complainant alleged that Police officers from Nyamira	Ongoing inquiry.	

	NK				Police Station failed to investigate an incident he reported vide Occurrence Book Number. 11/11/4/2021.	
860.	Jamal Dirwo Omar CAJ/ELD/POL/015/153/21- NK	National Police Service	Inefficiency Y	The complainant alleged that the Director of Criminal Investigations failed to investigate an incident he lodged via letter dated 17 th February 2021.	Ongoing inquiry.	
861.	Stanley Gitongammbaka CAJ/ELD/PO/047/5/21- NK	Public officer, Prof. George Magoha	Discourtesy Y	The complainant alleged that Prof. George Magoha, a public officer, during a field visit to Langas Primary school in Uasin Gishu County, on 6 th November 2020 attacked him in public by referring to him as a fool.	Ongoing inquiry.	
862.	Daniel Choge CAJ/ELD/FIN/000/31/21- NK	Retirement Benefits Authority	Delay	The complainant alleged delay by the Retirement Benefits Authority to release his retirement benefits (lump sum) amounting to Ksh. 3.6 Million.	Ongoing inquiry.	
863.	Catherine Waihera CAJ/ELD/POL/015/157/21- NK	National Police Service	Inefficiency Y	The complainant alleged that police officers at Langas Police Station failed to act on a matter she reported vide Occurrence Book Number 31/19/01/2021	Ongoing inquiry.	
864.	Aziz Ndamwe CAJ/ELD/M.LAN/022/73/2 1-NK	Ministry of Lands and Physical Planning	Unresponsive official conduct	The complainant alleged that the County Land Surveyor failed to subdivide a piece of land which had a dispute.	Ongoing inquiry.	
865.	Pius Kipkoech Maritim CAJ/ELD/MOICNG/062/10	Ministry of Interior and Coordination	Inefficiency Y	The complainant alleged failure by the Area Chief,	Ongoing inquiry.	

	6/21-NK	of National Government			Chemundu Location in Nandi County to issue a letter confirming the dependants to be filed in court for purposes of succession.	
866.	Charles Gitonga Mugo CAJ/HUD/NKR/M.LAN/022/72/21-NK	Ministry of Lands and Physical Planning	Delay		The complainant alleged delay by the Lands Office, Nakuru County to resolve a boundary dispute that he reported.	Ongoing inquiry.
867.	Robert kiptanui Rono CAJ/ELD/POL/015/156/21-NK	National Police Service	Delay		The complainant alleged delay by police at Eldoret Central Police Station to act on a matter he reported vide Occurrence Book Number 98/12/10/2021.	Ongoing inquiry.
868.	Timothy Busiena CAJ/ELD/JUD/001/134/21-NK	National Police Service	Inefficiency		The complainant alleged that Eldoret High Court failed to provide him with typed proceedings for his matter C.R. 092/2020.	Pending action from the complainant.
869.	Redemptor Bwoma CAJ/HUD/NKR/MOICNG/062/27/21-NK	Ministry of Interior and Coordination of National Government	Unresponsive official conduct		The complainant alleged failure by the Area Chief Olrongai Location to solve a dispute between her neighbour and her.	Ongoing inquiry.
870.	Jamal Diriwo Omari CAJ/ELD/ATI/022/66/2021-NK	Ministry of Lands and Physical Planning	Access to Information		The complainant alleged that the Land Registrar at Eldoret Land Registry denied him information regarding properties owned by Eldoret Muslim Association.	Order issued under the Access To Information Act.
871.	Joseph Bett CAJ/ATI/ELD/JUD/001/125/21-NK	Business Registration Service	Access to Information		The complainant alleged that Business Registration Service failed to comply with their obligation to provide information relating to Tuwan Farm Limited.	Order issued under the Access To Information Act.

872.	Sara Lusweti & Wilfred Ogotu CAJ/ELD/M.AGR/014/06/21-NK	Kenya Seed Company Limited	Unfair treatment	The complainants alleged that Kenya Seed Company Limited failed to consider them while disposing maize rejects and used chemical containers despite applying for the same.	Ongoing inquiry.	
873.	Martin Mutua CAJ/ATI/ELD/FIN/000/29/21-NK	Kenya Revenue Authority	Access to Information	The complainant alleged that Kenya Revenue Authority failed to disclose information regarding criminal case CMCCR E794 of 2020.	Ongoing inquiry.	
874.	Baringo North Contractors Association CAJ/ELD/FIN/000/30/21-NK	National Government Constituency Development Fund	Unlawful official conduct	The complainant alleged that Baringo North Constituency is not following the procurement procedure provided under the law. That the constituency is only awarding tenders to the same individuals.	Pending action from the complainant.	
875.	Richard Kiptum Sawe CAJ/ELD/POL/015/149/21-NK	National Police Service	Inefficiency	The complainant alleged that the Officer in Charge of Langas Police Station failed to investigate a complaint forwarded through a letter dated 17 th March 2021.	Ongoing inquiry.	
876.	Robert Rono CAJ/ELD/DPP/027/110/21-NK	Office of the Director of Public Prosecutions	Abuse of power	The complainant alleged that the Office of the Director of Public Prosecutions mishandled a case regarding the illegal transfer of all that parcel of land known as Uasin Gishu/ Kimumu settlement scheme/plot number 324.	Pending action from the complainant.	

877.	Shadrack Cheruiyot CAJ/ELD/M.LAB/017/49/2 1-NK	Ministry of Labour and Social Protection	Administrative injustice	The complainant alleged that Elgeyo Boarder Squatter held a meeting and supplied the minutes to the Registrar of Social Services office for decision making.	Pending action from the complainant.
878.	Central Organization of Hawkers Association of Kenya CAJ/ELD/CG/JGISHU/066 /24/21-NK	County Government of Uasin Gishu	Inefficiency	The complainants alleged delay by the County Assembly of Uasin Gishu to respond to their grievances with regard to a petition filed by the organization seeking recognition and engagement as stakeholder.	Pending action from the complainant.
879.	Mercy Muyuka CAJ/M.EDU/013/74/2021- NK	University of Eldoret	Unfair treatment	The complaint alleged that the University of Eldoret ordered the students to resume physical lessons ignoring the Presidential Order on Covid 19.	Pending action from the complainant.
880.	Tecla Jeptarus Tirop CAJ/ELD/POL/015/151/21- NK	National Police Service	Inefficiency	The complainant alleged that Kesses Police station failed to investigate an incident she reported vide Occurrence Book Number 7/27/03/21.	Pending action from the complainant.
881. 3	CAJ for Angelina Mwangi CAJ/OM/7/186/21- H.O	Kenya Power and Lighting Company	Unfair treatment	The complainant alleged excessive electricity charges. She was requested to avail the meter number and particulars of the excess tariffs.	Pending action from the complainant.
882. 4	CAJ for Johannes CAJ/OM/7/173/20-H.O	County Government of Kwale	Unresponsive official conduct	The complainant alleged unresponsiveness by the Kwale County Surveyor in determining a boundary dispute referred to the office via email.	Pending action from the complainant.
883.	CAJ for Farmers of Nessuit	Ministry of Interior	Incompetent	The complainants alleged that	Ongoing

5	and Mariashoni areas of Njoro Sub County, Nakuru CAJ/OM/7/184/2021-H.O	and Coordination of National Government	ence	the Government banned planting of maize in Nessuit and Mariashoni areas of Njoro from February to December 2021 due to security concerns. It was further alleged that the ban was necessitated by the need to curb criminals who hide in the maize plantations.	inquiry.
884. 6	CAJ for Residents of Shaurimoyo CAJ/OM/7/185/2021-HO	Nairobi Metropolitan Services (NMS)	Inefficiency	The complainants alleged poor waste disposal and management in Shaurimoyo area, Nairobi City County.	Ongoing inquiry.
885. 7	CAJ versus Maasai Mara University CAJ/OM/7/188/2021-HO	Maasai Mara University	Abuse of power	Complaint of alleged victimization of a chief finance officer at Maasai Mara University who was dismissed from employment on account of disclosing information to the media on pilferage of funds at the University.	Ongoing inquiry.
886. 8	CAJ for Kajjado Residents CAJ/OM/7/189/2021-H.O	County Government of Kajjado	Inefficiency	The complainants alleged dilapidated state of health care services at Kajjado Referral Hospital. The hospital was reported to be unsanitary, with patients going without food for days due to industrial action by casual labourers over unpaid/delayed wages.	Ongoing inquiry.
887. 9	CAJ for Geoffrey Kamando CAJ/OM/7/174/20-H.O	Kenya Power and Lighting Company	Delay	The complainant alleged delay in fixing a faulty meter.	Ongoing inquiry.
888.	CAJ for Nairobi Residents	Nairobi	Manifest	The complainants alleged	Ongoing

	0 CAJ/OM/7/175-H.O	Metropolitan Services (NMS)	injustice	conversion of a public road, being Muthaiga Road, for private use to lock out public users, especially bodaboda and matatuoperators.	inquiry.
889. 1	Biraro Hubert Tony CAJ/OM/7/172-H.O	Refugee Affairs Secretariat	Delay	The complainant, an asylum seeker, alleged to fear for his safety and therefore seeks to fast track his refugee status determination that has been pending since 2012.	Ongoing inquiry.
890. 2	Kenya Union of Pre-Primary Education Teachers CAJ/CG/THARAKA NITHI/130/18/21-H.O	County Government of Tharaka Nithi	Unfair treatment	The complainants alleged non-payment of gratuity to pre-primary teachers employed by the County Government.	Referred complaint to the Public Service Commission.
891. 3	CAJ for Thika Super Highway Users CAJ/OM/7/180/21-H.O	Kenya National Highways Authority (KENHA)	Ineptitude	The complainants alleged ineptitude in re-carpeting of service lanes on the Thika Super Highway resulting into hazards for motorists due to loose gravels from the repair works.	Ongoing inquiry.
892. 4	CAJ for Sugarcane Farmers CAJ/OM/7/182/2021-H.O	Ministry of Agriculture, Livestock and Fisheries	Delay	The complainants alleged a leadership crisis at three public sugar millers (Nzoia, Chemililand Sony) due to dissolution of their boards of management and delay to act further by the Cabinet Secretary.	Ongoing inquiry.
893. 5	Anthony Karimi & Jackline Nyambura CAJ/OM/7/170/20-H.O	Kenya Power and Lighting Company (KPLC)	Unresponsive official conduct	The complainants alleged erection of electricity poles on their parcel of land without consent and thereby making it impossible for them to put the	Ongoing inquiry.

				land to use. The respondents promised to visit the site and issue a report which has not been forthcoming for two years.	
894.	Adan Jirma CAJ/ISI/MOICNG/062/040 /2021 -KWK	Ministry of Interior and Coordination of National Government	Discourtesy	The complainant, who is the Chairman of Mwangaza Plot Owners, alleged that on diverse dates in 2020 and 2021 he visited the office of the County Commissioner with a view to serve official letters on behalf of Mwangaza Plot Owners; that the front office desk staff did not show courtesy and even declined to formally acknowledge his letters by stamping on his copies of the said letters.	Ongoing inquiry.
895.	Amina Duba CAJ/M.IMM/003/029/2021 -KWK	State Department of Immigration	Delay	The complainant who lodged the complaint on behalf of her sick brother Mr. GuyoDibaBoru alleged inordinate delay in issuance of national identification card by the respondent; that the said Mr. Diba first successfully applied for the identification card on the 13th June 2019 but could not receive the same due to an error; that the identification card came out bearing picture of another individual. He was consequently advised to re-apply for a new card which he	Ongoing inquiry.

896.	Benson MurithiNkanafa CAJ/ISI/FIN/000/021/2021 - KWK	The National Treasury	Delay	did in August 2020 but has not been forthcoming. The complainant alleged that he was teacher at Kaugu Primary School, Teachers Service Commission number 177834; that he retired from teaching service in June 2018 and since then, he has never received any benefits including payment of the lump sum gratuity and his monthly pension benefit is yet to be processed to date.	Ongoing inquiry .
897.	Elijah Muthuri CAJ/ISI/M.LAB/017/039/21 -KWK	Ministry of Labour and Social Protection	Discourtes y	The complainant alleged that he is an employee of Kenya Rural Roads Authority (KERRA) based in Isiolo; he recently visited the Isiolo National Social Security Fund (NSSF) office to remit the NSSF statutory deductions of three colleague casual employees; that he tried to submit a bankers cheque of Kshs 6,000 for the said purpose but the National Social Security Fund Branch Manager treated him rudely in public and accused him of submitting a fake cheque notwithstanding the fact that the same was issued to him by the Kenya Commercial Bank (KCB).	Ongoing inquiry.
898.	Gabriel Mutuma Mbui CAJ/ISI/POL/015/156/2021 -KWK	The National Police Service	Delay	The complainant alleged that he hails from Mugae village within Buuri Sub-County; that on 5th	Ongoing inquiry.

				<p>December 2020 while in his shamba/plot, a person known to him namely Gidion Mworira stormed into his property and ordered him to stop any activity on the said plot. The said Mr. Mworira drew a pistol and threatened to shoot him; that Mr. Mworira only left when his screams alerted the neighbours. He reported the matter to the Buri Sub-County Police Commander vide Occurrence Book Number 03/05/12/2020 but the police have failed to take action to date.</p>	
899.	<p>Guyodibawario, Mr. Molu Wato and Mr. Robabonyo Elena CAJ/ISL/M.I/MW/0003/2/2021-KWK</p>	<p>The National Registration Bureau</p>	<p>Delay</p>	<p>The complainants alleged inordinate delay in issuance of the National Identity Cards despite being issued with waiting document serial numbers 2491436796, 2439557732 and 2428899514 respectively. They had applied for the cards on 20th February 2020, 18th August 2018 and 15th March 2019 respectively.</p>	<p>Ongoing inquiry.</p>
900.	<p>Isaiah Kubai CAJ/ISI/HUD/M.ENE/021/01/21-KWK</p>	<p>Kenya Power and Lighting Company</p>	<p>Delay</p>	<p>The complainant alleged that he is a member of the Seventh Day Adventist Ntufi Church located at Kangeta near Ntufi Primary School and that the church is the bonafide owner of parcel of land known as Plot No.</p>	<p>Ongoing inquiry.</p>

			5006/Kangeta Adjudication Section. He further stated that Kangeta area stands to benefit from the last mile power connectivity and that the area is situated within the recommended radius of six hundred meters; that the respondent's contractors have declined to connect the electricity and are instead demanding for connection fee of Kshs 5000 from each household in the area.	
901.	Jerusa Karimi CAJ/ISI/MOICNG/062/036 /2021 -KWK	Ministry of Interior and Coordination of National Government	Abuse of power	Ongoing inquiry.
902.	John M. Githua CAJ/ISI/HUD/FIN/000/6/21 -KWK	Pensions Department	Delay	Ongoing inquiry.
			The complainant alleged that she was assaulted by the Ms. Rose Kanja, Assistant Chief, Mwangaza Sub-Location, and that she reported the matter to Isiolo Police Station vide Occurrence Book Number 04/7/2020. That the said officer also threatened her prompting her to report the same vide Occurrence Book Number 27/26/08/2020. The Complainant further states that the said officer is untouchable and despite numerous complaints against her, no action has ever been taken.	The complainant alleged that he is a former employee of the Ministry of Environment, Natural

					Resources and Regional Development Authorities. He was retrenched in the year 2000 while serving in job group 'K'. He received a letter from the Ministry wherein he was informed that his job group is 'L' and not 'K'. He states that the respondent herein failed to adjust his pension dues in line with the job group adjustment from the Ministry.	
903.	Joseph Gituma CAJ/ISI/JUD/001/056/2021 -KWK	The Judiciary	Inefficiency	The complainant alleged that his Court file with respect to Succession Cause No. 3A of 1983 went missing in 1998. A skeleton file was opened upon his request but there was a mix up between proceedings for his matter (Succ. 3A of 1983) and Succession 3A of 1986 which belong to different parties. His efforts to have the correct proceedings availed to him have not bore any fruits.	Ongoing inquiry.	
904.	Reverend Julius M'ithai CAJ/ISI/HUD/M.LAN/022/0 05/21-KWK	Ministry of Lands and Physical Planning	Inefficiency	The complainant alleged that the County Surveyor, Meru North in Meru County declined to issue him with the survey report with respect to disputed Parcels Number:Athing'a/Athanja/6430,3 121,8588,7639,3106,7638 and 7640.	Ongoing inquiry.	
905.	Muminnur Elias Muidin CAJ/ISI/M.MED/012/002/2	Ministry of Health	Inefficiency	The complainant alleged that he is the son and the legal	Ongoing inquiry.	

906.	1-KWK Phelix Ofieno CAJ/CG/ISIOLO/049/159/ 2021 -KWK	County Government of Isiolo	Delay	<p>dependent of the late Elias Muhidin. The deceased was employed as District Clinical Officer (P/NO.88132467) on the 12th March 2003. Until his demise on 14th June 2014, he was stationed in Isiolo County. The deceased has left four dependents that included his mother Ms. Fatuma Abdirahman and three issues; that his mother passed away in May 2017. He has been pursuing his late father's benefits since his demise with the Respondent but the same proved futile; Consequently he was informed that the personal file of his deceased father is missing.</p> <p>The complainant who is the proprietor of EcohConsto Limited alleged that in 2016, the company won a tender worth Kshs 1,218,000 for printing of posters, pamphlets and report on peace. The Company only received a part payment of Kshs 487,200. The Company also won a tender worth Kshs 3,564,650 for consultancy to develop the County Investment Plan; that despite completing the work, the company has never been paid to date for the said consultancy.</p>	Ongoing inquiry.
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907.	Richard Atema CAJ/ISL/M.EDU/013/027/12 021-KWK	Ministry of Education.	Delay	The complainant alleged that wide tender reference number MIK/1/ESP/2010 and MIK/4/ESP/2011 he supplied building materials on diverse dates in the year 2010 and 2011. The total costs of supplying the said materials were Kshs 2,284,610 but the school only paid Kshs 2,284,160 and the balance of Kshs 286,550 has never been paid to date. He consequently engaged the services of a lawyer in 2019. Shortly thereafter, the Principal advised him to produce Local Delivery Purchase, delivery notes, and the invoices for unsettled claims; that he duly furnished the said documents as requested but the school is yet to address the issue of the outstanding balance.	Ongoing inquiry.
908.	Veronica Makena CAJ/ISI/HUD/M.EDU/013/0 5/2021-KWK	Teachers Service Commission (TSC)	Delay	The Complainant alleged that she is a retired teacher registration number 170361. Vide letter dated 24th June 2020, the Respondent wrote to her and informed her that her claim for retirement benefits had been forwarded to the office of the Director of Pensions. The Director of Pensions vide letter dated 14th September 2020 wrote to the	Ongoing inquiry.

909.	Vocational Teachers (VT) CAJ/ISI/HUD/M.EDU/013/5 /2021 -KWK	Ministry of Education.	Inefficiency	<p>respondent and advised them to amend an anomaly concerning item 18 of GP 178 which did not tally with the salary in her last pay slip. Her efforts to pursue the same have not bore any fruits to date.</p> <p>The complainants alleged that they are based at Kiirua Technical Training Institute as trainers and that they ceased to be members of Kenya Union of Post Primary Education Teachers effective 1st September 2018. They further stated that the Department has been deducting them union membership and dues. This is notwithstanding the fact that they ceased to be members of the said Union after being transferred to the Department as Vocational Trainers. They wrote a letter dated 12th November 2020 to the Human Resource Officer in the State Department wherein they raised the issue of the unfair deductions but did not elicit any response prompting the complainants to seek assistance from our office.</p> <p>The complainants also stated that they have never received</p>	Ongoing inquiry.
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					transfer/appointment letters from the Department despite being transferred effective 1st September 2018 from the Teachers Service Commission.	
910.	Stella Makandi CAJ/ISL/M.LAB/017/037/2 021-KWK	Ministry of Labour and Social Protection	Inefficiency	The complainant alleged that the Sub-County Children's Officer, Buuri Location in Timau, Meru County failed/ neglected to act on a report whereby her child who is three months old baby girl was separated from her by her estranged husband; that the baby was placed in the custody of the her mother-in-law without her consent.	Ongoing inquiry.	
911.	Ismael Hassan CAJ/CG/ISI/049/110/ 2021-KWK	National Commission Land	Unfairness	The complainant alleged that he was among those who were supposed to be reallocated to alternative land after the National Government compulsory acquired land for construction of the Isiolo International Airport in 2005. That while his village mates have been relocated successfully, he has never been relocated to date.	Matter referred to the National Land Commission which is better suited to handle the matter.	
912.	Elizabeth Mafi CAJ/ISI/HUD/FIN/000/05/2 1-KWK	Pensions Department	Delay	The complainant alleged that the respondent failed to process the pension benefits of her deceased husband who used to work for Teachers Service Commission as a primary school	Ongoing inquiry.	

913.	Jane Muthoni CAJ/ISI/HUD/CG/MERU/12 9/009/2021 -KWK	The County Government of Meru	Unfairness	teacher attached at Chugu Primary School; that his personal number is APN/PC 304751. The complainant, who was working as an Early Childhood Development Education Care Giver, alleged that the respondent's decision to send her on mandatory retirement despite her not attaining the age of retirement was unfair; further the respondent's refusal to pay her gratuity greatly aggrieved her.	Ongoing inquiry.
914.	Hussein Nuraliban CAJ/ISI/ATI/M.PWK/007/00 1/21-KWK	The National Construction Authority	Access to Information	The complainant alleged that he requested for information with respect to the physical address of Dallo Holdings Limited Company; that the company was tasked with the construction of Isiolo Law Courts where the complainant worked as a mason.	The complaint was referred to the National Construction Authority and the same was resolved successfully.
915.	Ibrahim Adan CAJ/ISI/POL/015/147/2021 -KWK	The National Police Service	Inefficiency	The complainant alleged that Isiolo Police Station declined to investigate a case of assault reported vide Occurrence Book Number 2/23/5/2015.	Ongoing inquiry.
916.	Idris Hajji CAJ/ISI/POL/015/151/2021 -KWK	The National Police Service	Inefficiency	The complainant alleged that the Police at the Isiolo Police Station declined to investigate a case of threat to life which was reported to the station vide Occurrence Book Number	Ongoing inquiry.

					18/21/01/2021.	
917.	Sisturitungu CAJ/ISI/POL/015/148/2021 -KWK	The National Police Service	Delay	The complainant alleged that the police at the Timau Police Station declined to investigate a case of trespass that he reported vide Occurrence Book Number 24/23/12/2020. He stated that unknown persons trespassed his land known as Plot Number R P 1243 River side situated in Timau township.	Ongoing inquiry.	
918.	Adan Kuno CAJ/ISL/POL/015/150/2021 1-KWK	The National Police Service	Inefficiency	The complainant alleged that the police at Isilo Police Station declined to investigate and take action against the suspects who had threatened to behead him. The said matter was reported at the station vide Occurrence Book Number 86/11/01/202.	Ongoing inquiry.	
919.	Titus Mugambi CAJ/ISL/JUD/001/053/2021 1-KWK	The Judiciary	Delay	The Complainant alleged that his appeal case Criminal Appeal No. 90 of 2019 Titus Mugambi vs Republic at Meru High Court was never allocated a hearing date despite lodging an appeal in 2019.	Ongoing inquiry.	
920.	Jamal Hassan Kale CAJ/MHEA/012/549/21-FN	National Hospital Insurance Fund	Unresponsive Official conduct	The complainant alleged that has not been refunded his money after undergoing surgery in India. The Ministry of Health forwarded a letter to the respondent dated 8 th January 2021 and the complainant	Ongoing inquiry.	

921.	Mary Kinyanjui Kiarie CAJ/KNLS/030/44/21-FN	Kenya National Library Service	Unfair treatment	thereafter wrote a letter seeking a refund of the money used while undergoing treatment in India.	Ongoing inquiry.
922.	Maendeleoya Viziwi CAJ/CG/BUNGOMA/112/ 22/21-FN	County Government of Bungoma	Unfair treatment	The complainants alleged that they were not allowed to participate in the discussion of the Public Participation Bill for the County Government of Bungoma in 2021 as there was no provision of sign language interpreters and further more their written submissions were also rejected.	Ongoing inquiry.
923.	Florence Oketch Amara CAJ/KPLC/021/518/21 - FN	Kenya Power and Lighting Company	Unresponsive official conduct	The complainant alleged that the respondent has failed to look into complaints lodged regarding power outages in Uhanya/Usenge area in Siaya County.	Ongoing inquiry.

924.	Anonymous CAJ/P.O/047/471/21-FN	Public Officer	Unfair treatment	The complainant alleged that the Managing Director of Pyrethrum Processing Company of Kenya has failed to pay salaries since July 2020 but has instead used the money intended for salaries to procure chemicals for the company.	Ongoing inquiry.
925.	Bonface Mbugua HUD/GPO/M.JGC/062/177 /17B-FN	National Environmental Management Authority	Unresponsive official conduct	The complainant alleged that he lodged a complaint with the respondent vide letter dated 20 th July 2017 which has not been responded to. The issue raised concerned alleged pollution of the environment at Kayole near Ngong River.	Ongoing inquiry.
926.	Japhet Muriia CAJ/M.EDU/013/2024/21-FN	Moi University	Unfair treatment	The complainant alleged that the respondent has failed/neglected to pay his dues despite offering teaching services as a part time lecturer in the year 2019.	Ongoing inquiry.
927.	DMK Law Advocates CAJ/HELB/013/2090/21-FN	Higher Education Loans Board	Unfair treatment	The complainant's client alleged that he has been receiving harassing communication from the respondent in regards to a loan allegedly forwarded to him which he denies taking.	Ongoing inquiry.
928.	Ismael Waluchio Wamukoya CAJ/P.O/047/467/21-FN	Public Officer	Abuse of power	The complainant alleged that a Public Officer is frustrating the efforts of the building committee of the Yusuf Mosque in Nairobi	Ongoing inquiry.

					Remand Prison. Complaint was lodged with the respondent on 12 th February 2019.	
929.	Ofieno Oluoch Brian CAJ/CG/MIGORI/108/20/ 21-FN	County Government of Migori	Abuse of power	The complainant alleged that the Migori County Quantity Surveyor was appointed yet failed to meet all the advertised requirements.	Ongoing inquiry.	
930.	Danson Mubari CAJ/HUD/NYERI/TSC/013/ 215/21-FN	Pensions Department	Delay	The complainant alleged that he has not received his pension dues despite lodging his documents with the respondent in December 2020 after retiring from service with the Teachers Service Commission.	Ongoing inquiry.	
931.	Boaz MwangatApalekem CAJ/KNEC/013/2111/21- FN	Kenya National Examinations Council	Unresponsive official conduct	The complainant alleged that the respondent has failed/neglected to respond to his request to be issued with a Diploma Certificate in Information Communication Technology despite providing all requisite documents.	Ongoing inquiry.	
932.	Mwenda Mwinzi Associates Advocates CAJ/ODPP/027/240/21-FN	Office of the Director of Public Prosecutions	Delay	The complainant alleged that he wrote a letter to the respondent on 4 th February 2021 on behalf of their client. They complained that the prosecution of a perpetrator has unduly delayed.	Ongoing inquiry.	

933.	SK Mburu & Company Advocates CAJ/EGERT/013/2110/21-FN	Egerton University	Unresponsive official conduct	The complainant alleged that he wrote to the respondent seeking rectification of their client's name as indicated in her degree certificates from the University. The complainant wrote letters to the respondent dated 16 th April and 4 th June 2021 which have gone unanswered.	Ongoing inquiry.
934.	Elizabeth Gathoni CAJ/M.ENV/038/178/21-FN	National Environmental Management Authority	Unresponsive official conduct	The complainant alleged that the respondent has failed to look into a complaint lodged on 10 th October 2020 regarding alleged discharge of sewerage from an apartment located in Kirigiti Area, Kiambu County.	Ongoing inquiry.
935.	Anonymous CAJ/M.EDU/013/2037/21-FN	Ngara Girls High School	Unfair treatment	The complainant alleged that the Principal of Ngara Girls High School has been discourteous to staff members and is ill treating them.	Ongoing inquiry.
936.	Rahab Wanjiru Karuki CAJ/M.LAN/022/2127/2021-FN	Ministry of Lands and Physical Planning	Unresponsive official conduct	The complainant alleged that the Nakuru Land Registry has failed/neglected to settle a boundary dispute regarding her property number Solai/NDungiriblock/3/1735. She made the request for the dispute to be resolved in March 2018 and paid the requisite fees but the same has not been done to date.	Ongoing inquiry.

937.	Zakayo Mugambi CAJ/M.LAB/017/822/21-FN	Ministry of Labour and Social Protection	Unfair treatment	The complainant alleged that a private entity has failed/refused to pay him for a disability which he suffered whilst working as an employee.	Ongoing inquiry.
938.	Benjamin Kamala CAJ/CG/NAIROBI/060/313/21-FN	County Government of Nairobi City	Unresponsive official conduct	The complainant alleged illegal restraint in carrying on business in Nyayo High Rise Estate within Nairobi County. He wrote to the respondent on 20 th January 2020 but received no response.	Ongoing inquiry.
939.	Edwin Omondi Odoyo CAJ/M.EDU/013/2036/21-FN	Ministry Of Education	Unfair treatment	The complainant alleged that Ukwala High School has refused/neglected to pay him his salary since October 2020 without receiving any explanation.	Ongoing inquiry.
940.	John Kabugi CAJ/HUD/NYERI/M.HEA/012/58/21-FN	Pensions Department	Delay	The complainant alleged that Pensions Department miscalculated his pension gratuity amounting to Ksh 103,861.00/=. He further stated that he has followed up with them since October 2019 but has not received a response.	Ongoing inquiry.
941.	Kevin Mutua CAJ/M.GEN/018/126/21-FN	National Council for Persons With Disabilities	Abuse of power	The complainant alleged that the respondent's Executive Director is unlawfully in office and is terrorising staff members.	Ongoing inquiry.

942.	Frank Juma CAJ/IEBC/026/224/21-FN	Independent Electoral and Boundaries Commission	Unfair treatment	The complainant alleged that the respondent failed to give him a job position despite performing well in the interview on 28 th May 2021 for the position of Constituency Elections Coordinator- Suna East, Migori County.	Ongoing inquiry.
943.	Ignatius Ocharjo Otieno CAJ/KNEC/013/2097/21-FN	Kenya National Examinations Council	Maladministration	The complainant alleged that the respondent has failed to refund him the money he paid via paybill. He made the payment for confirmation of results for a Kenya Certificate of Primary Education and Kenya Certificate of Secondary Education students and made a request for a refund.	Ongoing inquiry.
944.	Mwandamwinzi Associates CAJ/ODPP/027/240/21-FN	Office of the Director of Public Prosecutions	Delay	The complainant alleged that the respondent has failed to respond to numerous communications in regards to an accident along Kiambu Road on 30 th July 2020. They were requested to provide supporting documents.	Pending action from the complainant.
945.	Andrew Abednego Munyoli CAJ/IRA/000/1364/21-FN	Insurance Regulatory Authority	Unresponsive official conduct	The complainant alleged that the respondent has neglected/failed to take up his complaint regarding AMACO Insurance company that allegedly did not pay out his total claim as a result of a motor vehicle accident. He was	Pending action from the complainant.

					requested to provide further and better particulars.	
946.	Amina Galhaile CAJ/KWS/010/147/2021-FN	Pensions Department	Delay		The complainant alleged that her father; Mr Molo Galhaile APN/PC number 315524 has not received his pension since retiring in 2003. She was requested to provide supporting documents.	Pending action from the complainant.
947.	Michael Bailey CAJ/TUK/013/2112/21-FN	Technical University Of Kenya	Unfair treatment		The complainant alleged that the respondent has failed to set a graduation date thus causing him and other students much anguish. He was requested to provide further and better particulars.	Pending action from the complainant.
948.	Kilonzo & Aziz Company Advocates CAJ/NPS/015/3988/21-FN	National Police Service	Abuse of power		The complainant alleged that a police officer based in Kilifi County has been abusing his power in relating with their client regarding land parcel number Ngomeni/ Squatter Settlement/979 and 1363. They were requested to provide further and better particulars.	Pending action from the complainant.
949.	Dr. James Kandagor CAJ/NGO/076/23/21-FN	Non-Governmental Organization Board	Discourtesy		The complainant alleged that the respondent's Chief Executive Officer is unprofessional; harassing and intimidating citizens seeking the Board's assistance. He was requested to	Pending action from the complainant.

				provide further and better particulars.	
950.	Geoffrey OpataBarasa CAJ/M.LAB/017/820/21-FN	Ministry of Labour and Social Protection	Unclear	A complaint regarding health status of health workers. The complainant was requested to provide further and better particulars.	Pending action from the complainant.
951.	Abdishuki Haji CAJ/LMM/003/375/2021-SAK	Directorate of Immigration	Unresponsive official conduct	The complainant alleged delay in issuing a passport. He applied for and was vetted for a passport in December 2019 under tracking number 1810009784, and to date the same has not been issued nor has he received a substantive reason for such a delay.	Ongoing inquiry.
952.	Mike Chege CAJ/POL/015/3929/2021-SAK	National Police Service	Unfair official conduct	The complainant alleged that he worked from July 2004 to May 2006 without being paid a salary.	Ongoing inquiry.

953.	Samuel Gitau Kamau CAJ/M.LAN/022/2114/202 1-SAK	Ministry of Lands and Physical Planning	Unlawful conduct	A complaint regarding Nyandarua/Karati/2043. The complainant alleged that vide the letter REF: NDB/LND/16/17/III/20 the Deputy County Commissioner placed a caution on the aforementioned property on 21 st October 2004. However, despite several reminders from the Land Registrar, the Deputy County Commissioner is yet to remove the same to the detriment of the complainant.	Ongoing inquiry.
954.	Jane Kimani for Margaret Wanjiku Ngugi CAJ/CG/KIAMBU/072/68/ 21-SAK	County Government Kiambu	Unresponsive official conduct	A complaint regarding failure to resolve a matter brought before the County Government. The complainants are the lawful owners of Land reference 10874/35/2 and 10874/4/1 where their neighbour has been illegally mining his portion of land and filling the quarry area with garbage from illegal dumping. The refuse is allegedly both domestic and medical waste. Moreover, the offender is said to be a public officer and as such abusing his office by disregarding city by-laws. In the fourth schedule of the Constitution, matters regarding refuse removal, refuse dumps and solid waste disposal are the	Ongoing inquiry.

				mandate of county governments. In this regard, the complainants wrote to the County vide the letter of 22 nd July 2020 which to date remains unanswered and no substantive action has been taken.	
955.	Jacob Ondabu Obasi CAJ/M.EDU/013/2034/21-SAK	Dedan Kimathi University of Technology	Delay	A complaint regarding non-payment of dues as a part-time lecturer. The complainant averred that vide the letter of 27 th October 2014 he was appointed as a part-time lecturer in the School of Engineering for the September to December 2014 semester. Further, vide the letter of 24 th June 2015, he was once again contracted for the June to September 2015 semester. However, despite teaching the said units he has not been paid for his services.	Ongoing inquiry.
956.	Mohamed Gedi Dubow CAJ/NPSC/015/3935/2021-SAK	National Service Commission Police	Unresponsive official conduct	A complaint regarding unfair termination by the Police Service. The complainant alleged that he was an officer with the Service under service no. 64293. In 2011, he was charged in a court of law for desertion of duty and vide the ruling on 16 th July 2012, he was acquitted and proceeded for reinstatement. In 2013, he was	Ongoing inquiry.

					charged with robbery and later acquitted vide the ruling of 4 th December 2018. However, to date he is yet to be reinstated and is not aware of his status of employment with the Service.	
957.						
958.	John Njoroge Kamau CAJ/M.LAN/022/2130/202 1-SAK	Ministry of Lands and Physical Planning	Delay		A complaint regarding titling for Plot No.32 Turasha Settlement Scheme. The complainant averred that the aforementioned parcel was allocated to his father in 1971 and to date remains in the name of the Settlement Fund Trustees. In this regard, he made an application to the Ministry-following succession proceedings- to have the title released in his name.	Ongoing inquiry.

959.	Wilson Songa CAJ/M.IIND/020/132/21- SAK	Ministry of Industrialization, Trade and Enterprise Development	Undue delay	<p>A complaint regarding the operationalisation of the Kenya Trade Remedies Agency. The complainant averred that gazettement of the independent Board Members of the agency was done in the Kenya Gazette Vol. CXXI - No. 156 of 15th November, 2019 with the inauguration of the Board on 30th June, 2020. In this regard, the first Board Meeting was held on 30th September, 2020 however, the Chairman of the Board has not been appointed despite interviews having been done in September, 2020. Moreover, the agency's account is yet to be opened and authorization of funds to be transferred to the account is still in process. In the meantime, the agency's financial resources continue to be used without reference to the Board which is further compounded by restricted access to the Principal Secretary or the Cabinet Secretary. The Acting Chief Executive Officer is not on performance contract and feels not answerable to the Board.</p>	Matter held in abeyance as the complainant consults the Cabinet Secretary accordingly.
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960.	Dr. Argwings Millan Achollah for Rebecca Mmbone Achola CAJ/KPLC/021/503/21-SAK	Kenya Power and Lighting Company	Inefficiency	A complaint regarding the billing system. The complaint alleged that she gets erratic and often inflated bills for A/c No. 29413341. Upon inquiring she has been receiving estimated bills, and when the metre reading is conducted, the amount is unnecessarily high for domestic usage.	Ongoing inquiry.
961.	Gaita & Advocates CAJ/AG/001/2357/2021-SAK	Registrar of Societies	Unresponsive official conduct	A complaint regarding unresponsiveness by the Registrar. The complaint alleged that vide the letter dated 20 th January 2020, the members of Kenya African National Traders Farmers Union (KANAFU) raised a complaint with the Registrar requesting that they call for an Annual General Meeting to enable members to elect their leaders. However, to date the same is yet to solicit a response and the Registrar is not taking any action to the detriment of the members.	Matter lodged with the correct office to handle the same.
962.	Rahab Wanjiru Kinya CAJ/M.EDU/013/2052/21-SAK	University of Nairobi	Administrative injustice	A complaint regarding payment of dues in lieu of notice. The complainant is the wife of Mr. Godfrey Waruhiu (deceased) who was an employee of the University. However, vide the letter of 4 th March 2016, his contract was prematurely	Ongoing inquiry.

				<p>terminated and it was agreed he would receive his dues in lieu of notice, however, to date the same has not been completed.</p>	
963.	James Kitonga Mafi CAJ/M.LGC/062/1289/21-SAK	National Hospital Insurance Fund	Delay	<p>A complaint by Mr. James Kitonga Mafi who was an employee of the erstwhile Ministry of State for Provincial Administration and Internal Security under P/No. 1996061222. The officer on 23rd January 2007, while on duty, was involved in an occupational accident which was assessed and computed to Kshs 329,664.00. However, despite the same being sent to his employer and the National Treasury, to date the same has not been paid.</p>	Ongoing inquiry.
964.	Collins Obiero Oyunge CAJ/M.LAN.022/2135/2021-SAK	Ministry for Lands and Physical Planning	Inefficiency	<p>A complaint against the Central Registry for the Ministry. The complainant alleged that on 17th December 2020, the Registry lost and/or misplaced the Title Deed for L.R. NO. 209/17507 which was meant to be transferred and charged him as the new owner.</p>	Ongoing inquiry.

965.	Mahida and Maina Company for Bank of India CAJ/M.LAN/022/2138/202 1-SAK	Ministry for Lands and Physical Planning	Undue delay	<p>The complainant alleged registration of further charges on the respective properties as follows:</p> <p>On 7th August 2020, they applied for a further charge to be registered on LR No. 209/20574 Nairobi (I.R. 153576) on daybook number 422.</p> <p>1. On 30th October 2020, they applied for a further charge to be registered on LR No. 209/1678 Nairobi (I.R. 143728) on daybook number No. 3244.</p> <p>2. On 7th August 2020, they applied for a further charge to be registered on LR No. 209/21859 Nairobi (I.R. 197892) on daybook number 421.</p> <p>3. On 29th September 2020, they applied for a 12th and 13th vide daybook number 3316 and 3317, and a 14th further charge on 22nd October 2020 on daybook no. 2292 in respect LR No. 209/1546/2 Nairobi (I.R. 8806) on daybook number 2292.</p> <p>However, since the respective dates of application, the Ministry</p>	Ongoing inquiry.
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				<p>has failed to register the same nor has any explanation been tendered thereon.</p>	
966.	<p>Farrah Munoko and Company for Jays Pyrotechnics Limited CAJ/PO/047/468/2021-SAK</p>	<p>Ministry of Petroleum and Mining Director of Mining</p>	<p>Delay</p>	<p>A complaint regarding application for renewal of a fireworks importers and dealers' licences. The complaint alleged that Jays Pyrotechnics applied for the aforementioned licenses for 2019 and 2020 as required by law and the same are yet to solicit a response. Moreover, the application for 2021 was also made vide the letter of 5th January 2021, but the same has not been responded to.</p>	<p>Ongoing inquiry.</p>
967.	<p>John Karuri for Margaret WandiaGitatha and Agnes Wamuyu CAJ/M.LAN/022/2136/2021-SAK</p>	<p>National Land Commission</p>	<p>Delay</p>	<p>A complaint regarding titling of Plot No. 147 And 87, Rutil Township, Nyandarua County. That vide TOL Letters dated 21st and 31st August 1970, Margaret WandiaGitatha and Agnes Wamuyu were allocated Plot No. 87 and 147 respectively. In May 2017, the allottees applied to the National Land Commission for the Title Deeds for the parcels. Consequently, the Nyandarua Land Administration Officer, vide</p>	<p>Ongoing inquiry.</p>

				<p>the letter of 19th July 2018, was requested to verify who was in possession of the parcels and provide a detailed report, the same was not done. A reminder dated 9th July 2019 was sent to the County Coordinator to confirm ownership and status of the plots and submit a report to the headquarters, but to date no action has been taken. Due to delay, the County Government proceeded to allocate the land to a third party, and issued a new plot numbers Plot No. 87 and Plot No. 147 issued under Plot No. 245.</p>	
968.	Ruth Waita for Ndunge Kombo CAJ/PEN/000/1335/2021-SAK	Pensions Department	Undue delay	<p>A complaint regarding payment of dependant's pension. The complainant alleged that she was issued with pension number BPC/PC 13728 was opened for the dependant's pension for her late husband's pension. However, she was paid the lumpsum for Kshs 57,000 but did not receive the monthly stipend.</p>	Ongoing inquiry.

969.	Stephen Kirogoi Wahinya CAJ/HUD.NYERI/AACC/001 /178/21-SAK	Advocates Complainants Commission	Unresponsive official conduct	A complaint regarding failure to respond to a complaint. The complainant alleged that the respondent failed to adequately respond to a complaint lodged with their office against Gachoka Mwangi. The complainant stated that the advocate failed to forward Kshs 125,411 which had been awarded to him in Nairobi CMCC No. 7296 of 2000.	Ongoing inquiry.
970.	Joshua Kipngetich Ruto CAJ/M.AGR/014/369/2021 -SAK	Ministry Agriculture, Livestock Fisheries for	Delay	A complaint against the State Department of Livestock Development. The complainant averred that vide the letter of 1 st October 2018, the Ministry requested the Kenya Revenue Authority to refund them monies deducted towards the defunct provident fund. The Ministry requested all officers send their refund details including name of bank, branch and account number. In this regard, the officer forwarded the same vide the letter of 23 rd March 2019, however, to date he is yet to receive any refund.	Ongoing inquiry.

971.	Hezekiah Mutai CAJ/M.EDU/013/2063/2021-SAK	Teachers Service Commission	Manifest injustice	A complaint regarding gratuity payment. The complainant is number 197717 who was on contract from July 2015 which ended in 2018, but to date he is yet to receive his contract gratuity.	Ongoing inquiry.
972.	John Kuria CAJ/M.LAN/022/2144/2012-SAK	Ministry of Lands and Physical Planning	Unresponsive official conduct	A complaint against the Nyandarua (Siakago) Lands Registry. The complainant alleged that in 2010, he duly bought Embu/Gangara/107. In 2011, he appeared before the Land Board who gave consent to have the parcel transferred and title issued and he forwarded the same to the registry. However, upon following up, he noted that the consent and transfer documents were missing and to date the transfer has not been effected.	Ongoing inquiry.
973.	Nicholas Kyalo Mutuku CAJ/IRA/000/1336/2021-SAK	Insurance Regulatory Authority	Unresponsive official conduct	A complaint against the Authority for allegedly refusing to take action against a complaint lodged with their office against Kenya Orient Insurance. The complainant averred that despite being advised by the Advocates Complaints Commission for specific documentation, the same has not been done.	Ongoing inquiry.

974.	Kenya Union of Secondary Schools CAJ/HUD/GPO/M.EDU/01 3/214/2021-SAK	Ministry Education	for	Delay	A complaint regarding payment of non-teaching staff for 2020. The complaint alleged that the Ministry had forwarded the said payments to the relevant schools, but he principals were under instructions not to release the payment. The complaint regards the schools for Oifata Jericho High School, Pangani Girls Secondary School, NembuGris High School, Ngara Girls High School, Our Lady of Fatima Secondary School and Ruai Boys and Ruai Girls Secondary Schools respectively.	Ongoing inquiry.
975.	Anonymous CAJ/UON/013/2064/2021-SAK	University Nairobi	of	Maladmn istration	A complaint regarding the 3 rd year results for the Bachelor of Medicine and Bachelor of Surgery course. The same were declared by the School of Medicine Registrar on 12 th March 2021 (Saturday) which in itself is highly irregular. The list contained names of 391 of those 3 rd year students who the registrar declared as PASS. However, following the outcry of some students, a subsequent list was released dubbed "List of Students with missing CATs" on Tuesday the 16 March 2021, saying they are investigating these students. The complainant	Ongoing inquiry.

				is aggrieved, as most students with missing CATs had indeed attended the course and CAT exams.	
976.	David Njuguna Kariuki CAJ/M.COOP/025/170/20 21-SAK	Ministry of Industrialisation, Trade and Enterprise Development (State Department for Cooperatives)	Delay	A complaint against Asili Sacco for failing to pay members dividend arrears. The complainant is a member of the Sacco under share certificate No. 00252. He then wrote to the State Department for Cooperatives for assistance in line with their mandate.	Ongoing inquiry.
977.	Gichuki Karuga and Company for Adan Sigale Keirane CAJ/M.LAN/022/2153/21-SAK	Ministry of Lands and Physical Planning	Undue delay	A complaint against the Ministry regarding the transfer of Title No. Nairobi Block 134/1270. The complainant alleged that on 19 th November 2019, they lodged the transfer of the aforementioned parcel and to date they are yet to receive the transferred title. Moreover, despite several follow ups, no action has been taken thereon.	Ongoing inquiry.

978.	Wako Hassan Dabasso CAJ/M.LAN/022/2151/202 1-SAK	Ministry of Lands and Physical Planning	Delay	A complaint against the Land Registrar for Nanyuki (Laikipia Land Registry). The complainant alleged that the Registrar has failed to issue a search in regards to Nanyuki Municipal Block 11/378 without any due reason thereon. He had paid all requisite fees and made the application on 10 th March 2021, and to date, no search has been availed	Ongoing inquiry.
979.	Charles Godfrey Mukhwaya CAJ/M.LAN/022/2150/21- SAK	Ministry of Lands and Physical Planning	Unresponsive official conduct	A complaint regarding a boundary dispute between Bukhoyo/Matayos/129, 124 and 130. The complainant averred that the surveyor on 30 th November 2020 and reviewed the boundaries, and advised that he could avail a copy of the report. The same was forwarded to the Land Registrar who said that the boundary is as is, and as such there is no need to release a report. He would like the outcome of the verification exercise on 30 th November 2020.	Ongoing inquiry.

980.	Penina N. Makokha CAJ/NRB/003/380/2021- SAK	National Registration Bureau	Maladministration	<p>A complaint regarding promotions. The complainant is a Clerical Officer (PF. No.2007015658) serving in the Department of Persons with Registration of Persons with effect from 1st February 2007 and currently stationed at National Registration Bureau Headquarters. In April 2013, she submitted a request for promotion to Senior Clerical Officer Job Group H which was not responded to officially, and was verbally advised one of the certificates needed verification. In May 2018, the Bureau submitted the said certificate in the DG for Technical Vocational Training Authority, and to date no response has been forthcoming.</p>	Ongoing inquiry.
981.	Njeri Onyango and Co Advocates for Edelweiss Ltd CAJ/M.LAN/022/2157/202 1-SAK	County Commissioner Land (Dagoretti Land Control Board)	Oppressive official conduct	<p>A complaint regarding Board interference in the transfer of L.R. Dagoretti/Riruta/4130. The land was bought via auction and all sums due paid to the Chargee (National Housing Corporation), who in turn issued the transfer. However, when the same was taken to the Board in August 2020 for consent, they declined to issue the same. Before the date, the complainant firm</p>	Ongoing inquiry.

				<p>received a letter from L.N. Muchira advocates advising that the auction was illegal. It is worth noting that L.N. Muchina is a sitting member of the Board. Further, they were then advised that the Board declined to grant the consent based on a "family objection" regarding the location of graves on the site. The Board resolved to visit the site and render the decision. Moreover, the site meeting was held without the complainants. And to date the decision or way forward has not been forthcoming.</p>	
982.	Joseph Wambugu CAJ/HUD/NYERI/M.LAN/0 22/252/2021-SAK	Ministry of Lands and Physical Planning		<p>A complaint regarding Land Adjudication and Settlement. The complainant's daughter was allocated Solio Ranch Scheme No. 01355 in 2008. However, soon thereafter she suffered a mental break causing her to be admitted, and as such she did not pay the requisite fees nor take physical possession of the plot. In 2013, the land was reallocated to a third party, decision of which the complainant is contesting. However, as the allottee failed to abide by the parameters of the allocation, the land is forfeited.</p>	Complainant advised the complaint is untenable.

983.	Emily Nyongesa CAJ/M.LAB/017/824/2021- SAK	Ministry of Labour and Social Protection	Administrative injustice.	<p>A complaint against the Starehe Sub - County Children's Office. The complainant alleged that on 29th of April, 2021, the children's officer unprocedurally granted a third party temporary custody of her brother's son who was staying with her as her brother had gone for marking of the National Examinations (Kenya Certificate of Secondary Education). The officer issued summons when the boy's father was not present, and therefore he was not heard. On the said day, they interviewed the complainant and later sent the police to take the child away. The child was taken away without the complainant being issued with any documentation indicating why the boy was taken. They later wrote an interim report and submitted to the complainant's lawyer which included a false indication that the child was duly interviewed on Friday the 30th April, 2021. On 7th May 2021, the father of the child visited the office. He did not see them despite the officer having made the meeting.</p>	Matter referred to the Ministry for assistance.
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984.	George Kamanu Wainaina CAJ/NMS/060/321/2021-SAK	Nairobi Metropolitan Services	Inefficiency	A complaint regarding access to social amenities. The complaint is requesting for the provision of sewer access to residents of Thiongo road, Kikuyu. Currently, there are road works to pave the road with cabro but there seems to be no sign of sewer line construction. He wants to be connected to the sewer line before the road is complete.	Matter referred to Nairobi Metropolitan Services and Nairobi Water and Sewerage Company.
985.	Amos Mutai CAJ/NRB/003/381/2021-SAK	National Registration Bureau	Delay	A complaint regarding correction of errors on an identity card number 34110855. The complainant averred that the Bureau has declined to correct the date of birth from 11/11/1997 to 11/11/1992 as well as a misspelled name of Amos Kipkirui Mutai from Amos Kipkirui Mutai. The first application for correction of details was in 2016 when only the sublocation was changed. The last application for correction was done on March 2020 and to date he has not had any feedback.	Ongoing inquiry.
986.	Christopher Ruttoh CAJ/PSC/016/170/2021-SAK	Public Service Commission	Delay	A complaint regarding promotion and redesignation. The complainant is a senior clerical officer PF number 1996012207. He is requesting to be promoted from job group H to J and redesignated to supply	Complaint lodged at the Public Service Commission who is rightly placed to handle the

987.	Ahmed Mohamed Ali CAJ/PEN/000/1357/2021- SAK	Pensions Department	Delay	chain management officer.	same.
988.	YussufHajir Hussein CAJ/M.HEA/012/559/2021 -SAK	Ministry of Labour and Social Protection (Directorate of Occupational Safety and Health Services)	Delay	A complainant regarding payment of pension. The complainant retired from Kenya Defence Forces on 11 th October 1992 after completing 15 years of service. He received his gratuity and pension which was being deposited in his Standard Chartered Bank account. However, in March 1993, he noted that his account had been closed, and since then he has not received any pension thereon. Further, he has visited the Department of Defence and Pensions to no avail.	Ongoing inquiry.
988.	YussufHajir Hussein CAJ/M.HEA/012/559/2021 -SAK	Ministry of Labour and Social Protection (Directorate of Occupational Safety and Health Services)	Delay	A complaint regarding Work Injury Benefits Act compensation. The complainant who is an ex-police man with the Kenya Police Service was injured while on duty on 17 th January 2002. However, to date due to loss of documents in a fire, his claim was not processed. In this regard, the Kenya Police Service wrote to the Directorate of Occupational Safety and Health Services vide the letter of 3 rd June 2019 forwarding all the	Ongoing inquiry.

				necessary documents. However, to date the Directorate has not determined the matter.		
989.	Drivers of Ministry of Agriculture, Livestock and FisheriesCAJ/M.A.GRI/014/374/2021-SAK	Ministry of Agriculture, Livestock and Fisheries	of	Inefficiency	A complaint against the Ministry regarding the treatment of drivers. The complaint alleged that there are several cartels that coordinate the transfer, promotion and deployment of drivers. In return for preferential treatment, drivers pay their superiors bribes and even sexual favours.	Ongoing inquiry.
990.	OnesmusMuangkeKasivu CAJ/CG/MACHAKOS/067/48/2021-SAK	County Government of Machakos	of	Undue delay	A complaint regarding compensation for acquired land. The County was tarmacking the Makutano-Kithimani Road and building a shopping centre on the stretch. The location of the proposed shopping centre was on the complainant's land. In 2014, the construction began leading to the feeling of trees, beehives without adequate compensation being availed. The shopping centre has been built and the complainant has not been compensated. The County, vide the letter of 7 th November 2016, offered to pay Kshs 350,000 as compensation, which the complainants did not accept. As such, the matter	Ongoing inquiry.

991.	Vinson Omollo Wayodi CAJ/TSC/013/2121/2021- SAK	Teachers Service Commission	Manifest Injustice	regarding compensation remains unresolved.	Pending action from the complainant.
992.	Concerned Foresters CAJ/KFS/010/148/2021- SAK	Kenya Forest Service	Administrative Injustice	A complaint regarding pension dues. The complainant who was a former teacher, Service Number 196556, retired in 2019, but to date his pension has not been processed. He was requested to avail supporting documents. A complaint regarding the organisational structure and promotions within the Service. The anonymous complaint was made by forest officers who had been absorbed from the defunct Forest department in 2011. The foresters allege that promotions were not merit of qualification based, and consequently, their salary grades have remained the same. Those who have been hired after them and placed in higher job groups and do not meet the educational requirements as set out by the Service.	Ongoing inquiry.
993.	Maureen Mworira CAJ/KUCCPS/013/2133/21 -SAK	Kenya Universities and Colleges Central Placement Service (KUCCPS)	Delay	Complaint is unclear and the complainant unavailable for clarification. Complainant to forward better particulars.	Pending action from the complainant.

994.	Ngao Farah Mwikaa CAJ/MSA/POL/015/422/20 21-EM	National Service	Police	Delay	The complainant alleged delay by the police in investigating and taking action in an incident of house breaking and theft reported at Rabai police station, Kilifi county vide Occurrence Book Number 9/11/11/2020.	Ongoing inquiry.
995.	John Dominic Okumu O/B of Seafarers Union of Kenya CAJ/MSA/M.LAB/017/164/ 2021-KC	Ministry of Labour and Protection	Social	Unresponsive official conduct	The complainant alleged that the Board members of Seafarers Union of Kenya have refused to convene a special meeting to elect new officials despite the fact that the current officials have served for 2 terms, which are non-renewable. They had addressed the Registrar of Trade unions to intervene but no response had been given yet.	Ongoing inquiry.
996.	Benard Ondego Amangal CAJ/MSA/M.EDU/013/118 /2021-EM	Technical University Mombasa	of	Unresponsive official conduct	The complainant alleged that he was a former student at the Technical University of Mombasa and upon clearing, he realized that he had paid fees in excess. However, the university had refused to clear him and issue him with a certificate and had further refused to refund the excess fees.	Ongoing inquiry.
997.	Benta Anyango Nyatol CAJ/MSA/M.EDU/013/119 /2021-EM	Ministry Education	of	Unfair Treatment	A Complainant alleging unfair dismissal by the Headteacher of Maweni primary school, Mombasa County and non-payment of her dues.	Inquiry ongoing.
998.	John Samson Mwadele	Pension		Delay	The complainant alleged non-	Ongoing

	CAJ/MSA/PEN/000/114/20 21-EM	Department		payment of his pension dues upon retiring from teaching service in 2000. He was registered vide Pension No. APC/PC/124123 but claimed the dues had not been processed yet.	inquiry.
999.	Anne Maina CAJ/MSA/KENHA/004/116 /2021-EM	Kenya Highways Authority	Unfair treatment	The complainant alleged that the National Land Commission issued him with an award of Kshs. 180,000/= in June 2018 for loss of business as a Project Affected Person (PAP) on the Mombasa-Mariakani Road expansion project but Kenya National Highways Authority had refused to pay her without any justifications.	Ongoing inquiry.
1000.	Raphael Anthony Simiyu CAJ/MSA/PEN/000/115/20 21-KC	Pensions Department	Delay	The complainant alleged inordinate delay at Pensions department to process his pension benefits since 2002 when he retired from teaching service.	Ongoing inquiry.
1001.	Robay John Masfitsa CAJ/MSA/POL/015/420/20 21-KC	National Police Service	Delay	The complainant alleged delay in taking action in an assault incident reported at Concordia Police Post, Kiembeni, Mombasa County vide Occurrence Book Number 12/24/9/2020 together with a P3 form issued and filled.	Ongoing inquiry.
1002.	Livingstone Mjomba CAJ/MSA/CG/I-	County Government Taita Taveta	Administrative injustice	The complainant alleged unfairness in his transfer from Sagalla Ward to Ngolia Ward,	Ongoing inquiry.

	TVT/093/1/2021-KC				Taita Taveta County as the Assistant Agricultural Officer in 2019. He claimed the transfer was punitive and hence, he did not report to his new workstation as he felt it was unfair. This led to stoppage of his salary.	
1003.	Alice Atieno Ooko CAJ/MSA/M.TOU/024/2/2 020-KC	Ministry of Tourism and Wildlife	Abuse of power		The complainant alleged persistent harassment and confiscation of her business goods & wares by Mr. Ali Noor, the Coordinator, Mama Ngina Water Front, Mombasa over a period of time. She claimed to have also been assaulted by County askaris. She reported the incident at Central police station, Mombasa vide Occurrence Book Number 32/18/1/2021 but indicated that despite reporting, the coordinator was still issuing threats.	Ongoing inquiry.
1004.	Edward Tunnu O/B MwinyiHamisiMwalimu CAJ/MSA/NLC/022/278/2 021-KC	National Commission Land	Delay		The complainant alleged inordinate delay by the National Land Commission to process compensation of Kshs 633,478/- owed to his uncle- MwinyiHamisi for land parcel number Mazeras/Kinango/944 measuring 0.4155 compulsorily acquired for purposes of the Standard Gauge Railway in 2015.	Ongoing inquiry.
1005.	Rashid NgomeMangale&	Kenya Electricity	Delay		The complainant alleged	Ongoing

	Another CAJ/MSA/M.ENE/021/65/2 021-KC	Transmission Company (KETRACO)		delayed compensation by Kenya Electricity Transmission Company (KETRACO) for land parcels South Samburu Ranch plots number 33-26 & 33-27 acquired through compulsory acquisition for purposes of the Mombasa-Nairobi 400KV Transmission project in 2012.	inquiry.
1006.	Anthony Cysewski CAJ/MSA/CG/KLF/103/14 /2021-KC	County Government of Kilifi	Administrative injustice	The complainant sought to appeal against the decision of the Chief Officer, Department of Housing, Physical Planning and Urban Development, County Government of Kilifi, that affirmed that he had encroached on a public road and hence, ordered immediate cessation of development thereon and re-opening of the public road. He claimed to own Plot No. LR. 12585 in Kilifi Township which he had commenced fencing but the fence was demolished on account of encroachment of access road.	Complainant advised to exhaust internal redress mechanism first at the county level.
1007.	M'muika M'akairi CAJ/MSA/M.ENE/021/66/2 021-KC	Kenya Power and Lighting Company	Unresponsive official conduct	The complainant alleged lack of feedback and inaction at the respondent's Hola office to his complaint of illegal disconnection of power supply to meter account No. 14252573713 since October 2020.	Ongoing inquiry.

1008.	Riziki Abdalla Mwakuloo & Yusuf Ali Mwatunji CAJ/MSA/M.ICG/062/283 /2021-EM	Kenya Service	Prison	Delay	The complainant alleged inordinate delay in processing the benefits of her late husband- Ali Athumanimwandi, who served as a prison warden until his demise on 5 th May 2012 while serving at Shimo la Tewa Prison, Mombasa County.	Ongoing inquiry.
1009.	Maureen Wachira CAJ/MSA/JUD/001/382/20 21-EM	Judiciary		Inefficiency	The complainant alleged misplacement of her application pleadings filed at Mombasa Law Courts in a child custody & maintenance case in January 2021. She indicated that she had a parental dispute with former husband whom now separated. She sought custody of 2 minors aged 7 and 3 years. Matter filed vide High Court Appeal Number 4 of 2021.	Ongoing inquiry.
1010.	Mohammed Nur Wako CAJ/MSA/JUD/001/383/20 21-KC	Judiciary		Delay	The complainant alleged delay in determining an employment dispute filed vide Mombasa Employment and Labour Relations Court Number 48 of 2018 between Bakery Confectionary Food Manufacturing and Allied Workers Union -vs- TSS Grain Millers Limited (employer). He indicated that the aggrieved workers did not have information on the case progress.	Ongoing inquiry.
1011.	Adam Abubakar	National	Police	Abuse of	The complainant alleged that on	Ongoing

	CAJ/MSA/POL/015/423/20 21-KC	Service	power	16 th September 2018 he was arrested together with his 3 year-old child by police officers from Adungosi police station, Busia County on claims of child trafficking. He claimed that he identified himself by producing his national identification card and a copy of birth certificate for the minor but in vain as both were detained. Matter reported to Independent Policing Oversight Authority vide IPOA/CMU/2046/2018 but claimed no action had been taken to date.	inquiry.
1012.	Raymond Kituyi Lunalo CAJ/MSA/M.LAB/017/165/ 2021-EM	Ministry of Labour and Social Protection	Delay	The complainant alleged inordinate delay at Labour office, Mombasa to resolve a labour dispute between him and his former employer-Babito General Contractors and Supplies. Indicated that he was dismissed from service without due notice and his dues were not paid.	Ongoing inquiry.
1013.	Jane Kagu & Co. Advocates CAJ/MSA/M.LAN/022/279 /2021-KC	Ministry of Lands and Physical Planning	Unresponsiveness	A Complainant alleging lack of feedback from Land Registrar, Kwale on application for searches on land parcels No.s KWALE/DIANI/3992, 3993, 3996, 3997, 3999, 4000, 4004, 4005, 4008, 456 & 1511 as a matter of due diligence to facilitate the	Inquiry ongoing.

1014.	Lawrence Mwadime Mwamburi CAJ/MSA/M.LAB/017/166/ 2021-KC	National Social Security Fund	Delay	sale thereof.	Inquiry ongoing.
1015.	Costo Omondi Otiemo CAJ/MSA/POL/015/424/20 21-KC	National Police Service	Unfair treatment	The complainant alleged that police officers at Likoni police station declined to record his report. Alleged to have been trailed by more than 50 people and that his house was broken into but does not have sufficient information nor particulars to inform further action. Complainant advised to avail better particulars.	Pending action from the complainant.
1016.	Kahindi Katana Kenga CAJ/MSA/CG/MSA/068/1 21/2021-EM	County Government of Mombasa	Delay	The complainant alleged delay at the County Government of Mombasa to process payment of retirement benefits since retiring from the (then) Mombasa Municipal Council in December 2005.	Ongoing inquiry.
1017.	Mazerakuto CAJ/MSA/M.LAN/022/280 /2021-KC	Ministry of Lands and Physical Planning	Unresponsive official conduct	The complainant alleged lack of response from the Land Adjudication and Settlement Office. Kwale on his application for consent to file proceedings against Nduryakiisao following a	Ongoing inquiry.

				land boundary dispute in Kinango, Kwale County. The land was yet to be adjudicated. However, the Kinango Land Tribunal upon hearing both parties in LDT Case Number 16 of 2010, ruled in his favour. The award was confirmed in court vide SRM Case No. 28 of 2011 at Kwale Law court.	
1018.	Mohamed Mwakuyala CAJ/MSA/M.LAN/022/281 /2021-EM	Ministry of Lands and Physical Planning	Unresponsive official conduct	The complainant alleged lack of feedback to his application for search to confirm ownership particulars of Plot number 584 Gandini Adjudication Section.	Ongoing inquiry.
1019.	Lilian OronjeSongoi CAJ/MSA/JUD/001/384/20 21-KC	Judiciary	Inefficiency	The complainant alleged missing court file in Mombasa SRMCC No. 993 of 2018 which she had sued Nairobi Friends Travelers Society and 2 others seeking compensation for injuries sustained in a road traffic accident. She claimed her advocate had withheld information on the progress/status of the case and hence, she intended to pursue a claim against the advocate for unprofessional conduct but court file was not available in court registry.	Ongoing inquiry.
1020.	Leah Nyota CAJ/MSA/JUD/001/385/20 21-KC	Judiciary	Delay	The complainant alleged delay in hearing and determination of a defilement case since 2019 at the	Pending action from the

					Kwale Law Courts. Complainant advised to avail sufficient particulars to inform action.	complainant.
1021.	Mwangulu Residents, Kwale CAJ/MSA/MOICNG/062/2 85/2021-EM	Ministry of Interior and Coordination of National Government	Abuse of office		The complainants alleged abuse of office, corruption and biasness against the Chief, Mwangulu in Lunglunga, Kwale.	Referred to the Ministry of Interior and Coordination of National Government for redress through internal channels.
1022.	Kwekwe MjemalMwanthamisi CAJ/MSA/POL/015/425/20 21-EM	National Police Service	Unlawful official conduct		The complainant alleged denial of P3 form at Mwangulu police station, Kwale County following a defilement incident reported vide Occurrence Book Number 07/31/7/2019. Claimed that the officers demanded Kshs. 1500 before she could be issued with the P3 form.	Ongoing inquiry.
1023.	Stephen Karisakadenge CAJ/MSA/M.EDU/013/121 /2021-KC	Ministry of Education	Delay		The complainant alleged delay by Moi University to pay his dues totaling to Kshs. 109,200 for services offered as a part-time lecturer at the Mombasa Campus in 2016. He was engaged as a part-time lecturer for 5 units in the Faculty of Education.	Ongoing inquiry.
1024.	Cecilia Nkathakiremi on behalf of PhiniusKiremi CAJ/MSA/PE/040/549/202	Private Entity	Outside mandate		The complainant alleged refusal by Jitegemee Sacco to refund the Sacco shares of her	Pending action from the

1-KC					husband- Membership No.9320 despite submitting his resignation letter in 2020. Complainant advised to avail sufficient particulars and supporting documents to inform action.	complainant.
1025.	Mohamed Omar Ali CAJ/MSA/M.ICG/062/287 /2021-KC	Ministry of Interior and Coordination of National Government	Delay		The complainant alleged delay in paying dues for youth participating in the National Hygiene programme in Old Town, Mombasa. Complainant advised to avail sufficient particulars to inform action.	Pending action from the complainant.
1026.	Juma Bakari on behalf of Lilongwe, Mwakidemu and Mwingo Residents, Mombasa CAJ/MSA/NEMA/038/10/2 021-KC	National Environment Management Authority	Unresponsive official conduct		The complainant alleged lack of feedback on their joint petition concerning environmental concerns on the proposed establishment of a Liquefied Petroleum Gas (LPG) terminal depot by a private developer- Mahadi Energy Limited on Plot No.s MN/VI/4689 & BMN/VI/2428 which were situated within a residential area in Port Reitz, Mombasa.	Ongoing inquiry.
1027.	Salama Mwijaka Mwinnyifaki CAJ/MSA/NLC/022/283/2 021-EM	National Land Commission	Delay		The complainant alleged delay in processing of compensation of Kshs 350,000 for land acquired in Miritini KCC, Mombasa for purposes of establishment of the Standard Gauge Railway project. Her award has been pending since 2015.	Ongoing inquiry.
1028.	Joyce Mulongo Mzungu	Ministry of Labour	Delay		The complainant alleged delay	Ongoing

	CAJ/MSA/M.GEN/018/15/ 2021-EM	and Social Protection		in issuing her with a confirmation letter of her MwamkowaneElimu CBO to confirm that it was duly registered and main objective was to offer guidance and counselling to children within Mombasa County.	inquiry.
1029.	Cecilia Nkathnkiremi on behalf of PhiniusKiremi CAJ/MSA/CG/MSA/068/1 22/2021-KC	County Government of Mombasa	Unresponsive official conduct	The complainant alleged that her husband- PhiniusKiremi a county employee sustained an injury while in course of duty in Kongowea in 2019. The injury had led to his frequent hospitalization in different hospitals but stated that the County Government had not offered any medical assistance. Claimed further the incident was not reported to the Occupational Safety and Health office as required. Complainant advised to avail sufficient particulars to inform action.	Pending action from the complainant.
1030.	Ngonze and Ngonze Advocates, Mombasa CAJ/MSA/EACC/026/9/20 21-EM	Ethics and Anti-Corruption Commission	Unresponsive official conduct	The complainant alleged lack of feedback from Ethics and Anti-Corruption Commission, Mombasa office concerning a request for investigations into alleged embezzlement of public funds by the Registrar of Trade Unions working in cohort with officials of Kenya Long Distance Truck Drivers and Allied Workers Union.	Ongoing inquiry.

1031.	Peter Mnazi CAJ/MSA/CG/KLF/103/15 /2021-KC	County Government of Kilifi	Administrative injustice	The complainant alleged that he successfully applied for the position of Project Assistant in the Department of Economic Planning at Kilifi County Government in August 2020. On 8.12.2020, he received a text notification to collect his appointment letter from the County Public Service Board. However, upon availing himself, he alleged that he was denied the letter and to date, it had not been issued.	Ongoing inquiry.
1032.	Mohamed NyaeNgoda CAJ/MSA/M.LAN/022/284 /2021-EM	Ministry of Lands and Physical Planning	Delay	The complainant alleged delay at Ministry of Lands- Kwale office to process and issue him with a title deed for land parcel number Kwale/Tsunza Adjudication/317 despite having successfully obtained Grant of Letters of Administration upon the demise of his father.	Ongoing inquiry.
1033.	Emmanuel MnyaaMshila CAJ/MSA/M.EDU/013/122 /2021-KC	Ministry of Education	Unresponsive official conduct	The complainant alleged lack of feedback and non-payment of dues totaling to Kshs. 1,200,000 by Moi University for services rendered as a part-time lecturer between September 2015 and December 2019 at the School of Education campus in Eldoret.	Ongoing inquiry.
1034.	Emmanuel GwiyoJillo CAJ/MSA/PEN/000/116/20 21-KC	Pensions Department	Delay	The complainant alleged delay in remitting his pension dues for the month of February 2021 and	Ongoing inquiry.

1035.	Benedict Odhiambo Umaya CAJ/MSA/CG/MSA/068/1 23/2021-KC	County Government of Mombasa	Abuse of power	no explanation given thereof. The complainant alleged abuse of power by the County Inspectorate Officer by demolishing his residential house on 12.03.2021 at Bamburi/Palestine estate without any court order or notice thereof. He indicated that the Inspectorate officers were accompanied by Anti-riot police officers and conducted the exercise at night. He reported the incident at Kiembeni police station and upon inquiry, the Officer Commanding Station Kiembeni denied having instructed his officers for such exercise.	Matter addressed to the County Secretary, Mombasa for redress.
1036.	Mohamed Mwakuyala on behalf of Mwayawwa's Family CAJ/MSA/M.JCG/062/290 /2021-KC	Ministry of Interior and Coordination of National Government	Unfair treatment	The complainant alleged unfairness by the Chief-Gandini Location to rule in favour of Mwachigudu's family following a land dispute on Plots number 1507, 1508 and 1509 Gandini Adjudication section. Complainant advised to avail sufficient particulars to inform action.	Pending action from the complainant.
1037.	Christine MnyaziGwama and Naomi MlongoGwama CAJ/MSA/M.JCG/062/291 /2021-KC	Ministry of Interior and Coordination of National Government	Unfairness	The complainants alleged unfairness by the Assistant County Commissioner, Lungdungu to rule in favour of Mutua Kisilu on a land dispute in	Pending action from the complainants.

1038.	Festus Achinga Muhando CAJ/MSA/NSSF/017/169/2 021-KC	National Security Fund	Unresponsive official conduct	LungaLunga Sub-County. Complainant advised to avail sufficient particulars to inform action. The complainant alleged lack of feedback from National Social Security Fund, Mtwapa Branch on his request to be furnished with procedure of applying for a Unique payment number to enable him remit dues for his Company- Medal Properties Ltd on a quarterly basis.	Ongoing inquiry.
1039.	Michael Paul Kamau Ndirangu CAJ/MSA/POL/015/427/20 21-KC	National Police Service	Abuse of power	The complainant alleged unfairness and undue interference by the Investigating Officer- Stephen Muli from the Directorate of Criminal Investigations Matuga following accusations of land fraud levelled against him. Claimed that he was summoned to the Directorate of Criminal Investigations Matuga office on 15.1.2021 for interrogation and statement recording which he did but claimed the Investigating Officer has persistently visited his home with armed officers on several occasions	Ongoing inquiry.
1040.	Members Of the Seafarers Union of Kenya CAJ/MSA/M.LAB/017/171/ 2021-KC	Ministry of Labour and Social Protection	Unfairness	The complainants alleged electoral malpractices during the election of the General Secretary for the Seafarers Union	Pending action from the complainant.

					of Kenya and have since drafted a petition to the labour office seeking suspension of the election. Complainant advised to avail sufficient particulars to inform action.	
1041.	Jennifer MumbuaWanzina CAJ/MSA/JUD/001/387/20 21-KC	Judiciary	Inefficiency	The complainant alleged missing court file in MombasaCMCC Number 1954 of 2013 which had occasioned delay in the determination of the matter.	Ongoing inquiry.	
1042.	Henritta Gombe Mwawana on behalf of Mkamanyi Farmers' Co- Operative Society CAJ/MSA/MLAN/022/285 /2021-KC	Ministry of Lands and Physical Planning	Abuse of Office	The complainant alleged that the Land Control Board, Taita Taveta approved the change of user from agricultural to commercial use of land parcel. Change of user granted to Voi sisal plantation company which changed name to Voi Point Limited and proceeded to sub-divide the land and started disposing of some section. Complainant advised to avail sufficient particulars to inform action.	Pending action from the complainant.	
1043.	Ainea Otiemo Ragen on behalf of Mwerbelegeza Residents, Mombasa CAJ/MSA/NLC/022/286/2 021-KC	National Land Commission	Unresponsive official conduct	The complainant alleged lack of feedback to the Community's petition addressed to the National Land Commission County Coordinator, Mombasa concerning alleged allocation of land parcel No. 1475 which had been set aside as a swamp/wetland to a private	Ongoing inquiry.	

1044.	Sylvia NafulaAkeba CAJ/MSA/POL/015/428/20 21-KC	National Police Service	Abuse of power	<p>developer. Claimed that the private developer had fenced off the plot and commenced development works thereon.</p> <p>The complainant alleged police harassment and intimidation by officers from Diani police station following her post on Facebook in July 2020 against one Luciano Mario Pasteris citing an instance where he allegedly pocketed 1000 Euros that was meant for paying land rates. She claimed the concerned did not remit the money he had received from her husband but instead forged a Kenya Revenue Authority receipt. She reported the issue at Diani Police station but alleged that she was arrested and her two mobile phones confiscated whilst no action has been taken against the suspect.</p>	Ongoing inquiry.
1045.	Justine NgumaKitonyo CAJ/MSA/POL/015/429/20 21-KC	National Police Service	Unfair treatment	<p>The complainant alleged that the Directorate of Criminal Investigations had failed to issue him with a Certificate of Good Conduct citing his murder case where he was charged in High Court Malindi No. 23 of 2010 but was acquitted upon appeal at the Court of Appeal.</p>	Ongoing inquiry.
1046.	Daniel KingolaMboka CAJ/MSA/ACC/001/388/2	Advocates Complaints	Delay	<p>The complainant alleged delay by Advocates Complaints</p>	Ongoing inquiry.

	021-KC	Commission		Commission to resolve his complaint against M/s Kasoyoka and Company Advocates on alleged withholding of clients' money.	
1047.	Rajab Lukoso Omar CAJ/MSA/M.LAB/017/174/ 2021-KC	Ministry of Labour and Social Protection	Delay	The complainant alleged delay in resolving a dispute over child custody of a 13-year-old minor reported at Kinango Children's office in 2013. Claimed his estranged wife had denied him access to the minor and despite reporting the matter at the Children office, no assistance had come forth.	Ongoing inquiry.
1048.	Angeline Omollo and Associates, Mombasa CAJ/MSA/NLC/022/288/2 021-KC	National Land Commission	Delay	The complainant alleged delay in resolving land dispute over land parcel number MN/IV/176-Kikambala which had led to invasion by members of 'Tecu shamba'. Matter also filed before Court of Appeal awaiting ruling. Complainant advised to avail sufficient particulars to inform action.	Pending action from the complainant.
1049.	Hafswa Hussein Shukri CAJ/MSA/M.ENE/021/68/2 021-KC	Kenya Electricity Generating Company (KENGEN)	Unfairness	The complainant alleged that Kenya Electricity Generating Company (KENGEN) had unfairly taken over a parcel of land Plot Number 28040 measuring approximately 2.674 hectares which she claimed was her family's land since 1976. Complainant advised to avail	Pending action from the complainant.

1050.	Michael Aloyo Ugaye CAJ/MSA/ACC/001/389/2 021-KC	Advocates Complaints Commission	Delay	sufficient particulars to inform action. The complainant alleged delay by Advocates Complaints Commission to take action against M/s Jane Abuodha for alleged withholding his money in High Court Civil Case No. 294 of 2014 at Employment and Labour Relations Court Mombasa.	Ongoing inquiry.
1051.	Duncan Odhiambo Mwangi CAJ/MSA/MOH/012/53/20 21-KC	Ministry of Health	Delay	The complainant alleged delay by the Clinical Officers Council to address an issue of alleged professional medical negligence by a nurse at Ndovu Health Centre, Voi in Taita Taveta that occurred in October 2020 and led to loss of an unborn baby.	Ongoing inquiry.
1052.	Francis Kimutua Njau CAJ/MSA/POL/015/430/20 21-KC	National Police Service	Delay	The complainant alleged delay by Changamwe police station to take action in an incident of malicious damage to his property which he reported vide Occurrence Book Number 45/01/2/2021.	Ongoing inquiry.
1053.	Evans Kalume Kahindi and Another CAJ/MSA/NLC/022/289/2 021-KC	National Land Commission	Delay	The complainants alleged dispute over the distribution and allocation of community land that was previously held by Weru Group Ranch, Kilifi County. Claimed some of community members had been dispossessed from parcels that they had been occupying for years.	Pending action from the complainant.

					Complainant advised to avail sufficient particulars to inform action.	
1054.	Abdul Liwali and Omar Abdalla CAJ/MSA/CG/MSA/068/1 24/2021-KC	County Government of Mombasa	Unfairness	The complainants sought advice on having been employed on casual basis for more than 20 years at Coast General Hospital, Mombasa. Claimed most of support staff work on casual contracts in different shifts of eight hours. Complainant advised to avail sufficient particulars to inform action.	Pending action from the complainant.	
1055.	Stephen OdangaAluvi CAJ/MSA/M.LAB/017/175/ 2021-KC	Ministry of Labour and Social Protection	Unresponsive official conduct	The complainant alleged lack of feedback and inaction at Children office, Changamwe in addressing a report of missing child (his nephew) who he claimed went missing in 2007 and had never been traced to date. Complainant advised to avail sufficient particulars to inform action.	Pending action from the complainant.	
1056.	Sammy Maitha CAJ/MSA/ACC/001/390/2 021-KC	Advocates Complaints Commission	Delay	The complainant alleged delay by the Advocates Complaints Commission in resolving a complaint of alleged withholding of clients' money totaling to Kshs. 1.6 million by M/s Angelo Owino and Company Advocates, Mombasa.	Ongoing inquiry.	
1057.	HarnisiMsafiriMwasaru CAJ/MSA/M.LAN/022/290 /2021-KC	Ministry of Lands and Physical Planning	Delay	The complainant alleged delay at Ministry of Lands to resolve a dispute over double and	Ongoing inquiry.	

1058.	Mutua Joshua Musee CAJ/MSA/M.EDU/013/124 /2021-KC	Ministry of Education	Delay	irregular allocation of Plot measuring 1 acre situated in Mpeketoni township. The complainant alleged delay at Kenya Coast National Polytechnic to rectify an anomaly which entailed the erroneous deduction of Kshs. 25,350 from his salary for servicing a Sacco loan. The amount was wrongly remitted to Kisumu Teachers Sacco (KITE) Sacco as opposed to Kitui Teachers Sacco in 2019 and had not been rectified to date.	Ongoing inquiry.
1059.	Amos Chengo Ndume CAJ/MSA/M.LAN/022/291 /2021-KC	Ministry of Lands and Physical Planning	Delay	The complainant alleged delay at Ministry of Lands, Kilifi office to resolve a boundary dispute on Plot Number 1829 between himself and George Kalume. Claimed he requested for land surveyors to visit the plot for boundary identification and demarcation which has not been forthcoming.	Ongoing inquiry.
1060.	BonfaceMugoya CAJ/MSA/M.LAB/017/176/ 2021-KC	Ministry of Labour and Social Protection	Administrative injustice	The complainant alleged interference and unfairness by the Registrar of Trade Union in handling election dispute of their union- Kenya Shipping Clearing Freight Logistics and Warehouses Workers Union held on 27th March 2021. Claimed that the Registrar disregarded evidence	Ongoing inquiry.

					that some officials elected had a past criminal record which was contrary to the Labour Relations Act of 2007.	
1061.	SaidiKitsaolewa CAJ/MSA/M.FIN/000/117/ 2021-KC	Kenya National Bureau of Statistics		Delay	The complainant alleged inordinate delay by Kenya National Bureau of Statistics to pay his dues for services rendered as a Content Supervisor during the 2019 Census exercise.	Ongoing inquiry.
1062.	Hamisi Toya on behalf of Residents of Tiwi Shimba Kwale CAJ/MSA/CG/KWL/114/2 0/2021-KC	County Government of Kwale		Manifest injustice	The complainants alleged that a private developer- Greatcom Company in collusion with the County Government has dispossessed them from their parcels of land and blocked of access road by putting up electric fence over a boundary dispute. Complainant advised to avail sufficient particulars to inform action.	Pending action from the complainant.
1063.	James MokiNgui CAJ/MSA/NLC/022/292/2 021-KC	National Land Commission		Delay	The complainant alleged inordinate delay to process compensation for graveyard acquired for purposes of establishment of the Standard Gauge Railway since 2016 in Mwavumbo ward, Kwale county.	Ongoing inquiry.
1064.	Jeremiah Wanyoike CAJ/MSA/M.JCG/062/293 /2021-KC	Ministry of Interior and Coordination of National Government		Delay	The complainant alleged delay by the Ministry to process payment worth Kshs. 6,050,942 for services offered during the construction of the office block	Ongoing inquiry.

	for the office of the Vice President (then) vide Reference Number WP. ITEM NO. DOS CO/MSA 502 JOB NO. 8024A since 2010. Indicated that his company- Heavy and Light Current Engineering Services Company was awarded the contract by the Ministry of Public Works vide a letter dated 7.1.2020 reference number QD 05/8024A/376 and discharged its part. But to date, payment for services offered has not been effected.				Pending action from the complainant.
1065.	Centre For Humanitarian Initiatives, Mombasa (on behalf of John Abura Oucho) CAJ/MSA/POL/015/433/20 21-KC	National Service	Police	Abuse of power	The complainant alleged police harassment and extortion of one John Oucho at Makupa police station over alleged incident of obtaining money by false pretense reported by Kennedy Odero. Claimed that Mr. Odero was working in cahoots to extort money (Kshs. 62,000) from the complainant. Complainant advised to avail sufficient particulars to inform action.
1066.	Mohamed Karisa Kibo CAJ/MSA/POL/015/435/20 21-KC	National Service	Police	Abuse of power	The complainant alleged police harassment and intimidation by the Kwale Directorate of Criminal Investigations over alleged trespass onto a land parcel which was a subject of ownership dispute between him.

					Jumazahoro and Jira Mwachipuli in Kibandaongo, Kwale county. Complainant advised to avail sufficient particulars to inform action.	
1067.	Nyae Abdallah Joto CAJ/MSA/POL/015/436/20 21-KC	National Police Service	Improper conduct	The complainant alleged police harassment, intimidation and defamation of character by officers drawn from Lutsangani Police Post and Kinango police station arising out of his work as a Human rights defender in Kinango. Claimed to have reported the incidents vide Occurrence Book number 7/26/1/2021 and 19/16/5/2020 but no action taken.	Ongoing inquiry.	
1068.	Concerned Staff of KETRACO CAJ/KETRACO/021/511/2 1-V.O.K	Kenya Electricity Transmission Company Limited	Unlawful official conduct	Complainants alleged corruption and influence in recruitment of officers to various positions of General Managers. They also alleged that some of the candidates were involved in the shortlisting exercise.	Ongoing inquiry.	
1069.	Cyprian Kairi Kamati CAJ/CG/NAIROBI/060/314 /21-V.O.K	Nairobi Metropolitan Services	Unfair treatment	Complainant alleged that he has not been promoted to the right job group.	Ongoing inquiry.	
1070.	Erick Onyango Otieny CAJ/KRA/000/1333/21- V.O.K	Kenya Revenue Authority	Unresponsive official conduct	Complainant alleged that he raised a complaint regarding his employer's failure to remit taxes to the Respondent but the Respondent had not resolved the dispute.	Ongoing inquiry.	
1071.	Tobias Pambamanyuru	National Housing	Administrative	The complainant alleged that he	Ongoing	

	CAJ/M.HOU/028/57/21-V.O.K	Corporation	active injustice	has not been promoted since 1992.	inquiry.
1072.	Tolu Amondi CAJ/ROS/001/2360/21-V.O.K	Registrar of Societies	Delay	Complainant alleged that the Respondent has not responded to his complaint which he lodged vide letter dated 30.11.2020.	Ongoing inquiry.
1073.	Hilda Mwangi Wangui CAJ/NRB/003/378/21-V.O.K	National Registration Bureau	Delay	Complainant alleged that she applied for correction of a mistake in her national Identity Card in 2019 but the same has not been corrected.	Ongoing inquiry.
1074.	Kisilu Wandati and Company Advocates CAJ/POL/015/3959/21-V.O.K	National Police Service	Inefficiency	Complainant alleged that Hazina Police Station did not conduct a thorough investigation following a report made to the said station by their client. Complainant was advised to avail a copy of the report.	Ongoing inquiry.
1075.	Onesmus Njima Muriithi CAJ/JUD/001/2370/21-V.O.K	Judiciary	Delay	Complainant alleged delay in hearing and determination of a case. His complaint was not clear and was asked to provide better particulars.	Ongoing inquiry.
1076.	Jeff Nyariki CAJ/TSC/013/2076/21-V.O.K	Teachers Service Commission	Unclear	Complaint not clear. Complainant requested to provide better particulars.	Pending action from the complainant.
1077.	Purity K. Kimanathi CAJ/PSC/016/167/21-V.O.K	Public Service Commission	Unfair official conduct	Complainant alleged that NUU Technical and Vocational Training College delayed in confirming her employment.	Ongoing inquiry.
1078.	Sam Oyugi CAJ/UFAA/000/1339/21-	Unclaimed Financial Assets	Delay	Complainant alleged delay in transfer of funds which were in	Ongoing inquiry.

	V.O.K	Authority		his account prior to being transmitted to the Respondent.	
1079.	Shadrack Mulinge Musau CAJ/AACC/001/2368/21- V.O.K	Advocates Complaints Commission	Professional misconduct	Complainant alleged that his Advocates, Matwe and Company declined to return his original documents. He was advised to lodge the complaint with the Advocates Complaints Commission.	Pending action from the complainant.
1080.	Gauku Mohamed CAJ/CG MERU/129/4/2021-V.O.K	County Government of Meru	Administrative injustice	Complainant alleged that details of his plot number 6, Kinoru, were deleted from the Respondent's system without his knowledge.	Ongoing inquiry.
1081.	Jawang Building and Construction Company CAJ/M.LAN/022/2113/21- V.O.K	National Construction Authority	Delay	Complainant alleged delay in processing of its certificate by the Respondent. He was requested for proof of the allegation.	Pending action from the complainant.
1082.	Rama Mchombomwero CAJ/KU/013/2042/21- V.O.K	Kenyatta University	Delay	Complainant alleged delay in refund of excess fees to the Respondent.	Ongoing inquiry.
1083.	Speaker of County Government of Nyandarua CAJ/POL/015/3926/21- V.O.K	National Police Service	Criminal	Complainant alleged that County Commissioner was using police officers to harass him. Complaint was reported to Independent Policing Oversight Authority.	Ongoing inquiry.
1084.	Eunice Mukami CAJ/JUD/001/2339/21- V.O.K	Judiciary	Access to Information	Complainant sought to know the source of funds used for renovations of office spaces which were allocated to the Judiciary by the County Government of Laikipia. She was advised to make a formal	Pending action from the complainant.

1085.	Nixon KerwaMdachi CAJ/M.HEA/012/547/21- V.O.K	Ministry of Health	Employment dispute	request for the same as required under Access to Information Act. Complainant alleged that the Respondent promotes junior officers at the expense of more experienced ones. He was advised to lodge the complaint with the Respondent first.	Pending action from the complainant.
1086.	David Maiyo CAJ/M.WAT/009/287/21- V.O.K	Eldoret Water and Sanitation Company	Delay	Complainant alleged delay in correction of wrong meter reading, account number 3055313.	Ongoing inquiry.
1087.	Peterson Wambugu Wangai and Another CAJ/ NPS/015/3966/21- V.O.K	National Police Service	Delay	Complainant alleged delay in investigations of a matter reported to the Respondent.	Ongoing inquiry.
1088.	Rose Lilian Akoth Aly CAJ/M.IMM/003/379/21- V.O.K	Registrar of Persons	Delay	Complainant alleged delay by the Respondent in determining her application seeking to have her year of birth changed from 1979 to 1963.	Pending action from the complainant.
1089.	Gladys Wambui Nganga CAJ/POL/015/3954/21- V.O.K	National Police Service	Access to Information	Complainant sought to have information in an abstract issued by Vihiga Police Station rectified. She was advised to write to the police indicating the information she seeks to be corrected.	Pending action from the complainant.
1090.	Dominic Martin for Carol Lees CAJ/KPLC/021/483/21- V.O.K	Kenya Power and Lighting Company	Delay	Complainant alleged delay by the Respondent in reconnecting power supply in respect of account number 679037.	Pending action from the complainant.
1091.	Ascot Mehta CAJ/NHIF/012/550/21- V.O.K	National Hospital Insurance Fund	Criminal	Complainant alleged fraudulent use of his account with the Respondent given that a	Pending action from the

					stranger's name had been included as his beneficiary.	complainant.
1092.	Ludwig International Limited CAJ/M.MIN/084/14/21- V.O.K	Ministry of Petroleum and Mining	Delay		Complainant alleged that it applied for a mineral dealer's license online and was issued with an application reference number 2759 but the same has not been issued.	Ongoing inquiry.
1093.	Dilip Kumar Hemraj Shah CAJ/UFAA/000/330/21- V.O.K	Unclaimed Financial Authority Assets	Delay		Complainant alleged that he lodged a claim regarding an unclaimed asset on 03.12.2020 but the same has not been acted upon.	Ongoing inquiry.
1094.	Jassim Adhan Isack CAJ/NPS/015/3977/21- V.O.K	National Police Service	Employment		Complainant alleged that he was unfairly and un-procedurally interdicted by the Respondent. He was advised to lodge his complaint with National Police Service Commission.	Pending action from the complainant.
1095.	Fridah Mutuma CAJ/M.ENE/021/523/21- V.O.K	Kenya Power & Lighting Company	Ineptitude		Complainant alleged that her meter number 04216716441 had issues and was exchanged with meter number 14402669107 but Kshs. 3,500 worth of tokens which she bought in respect of the previous account was not transferred to the new account.	Pending action from the complainant.
1096.	Ernest Ambogo CAJ/M.EDU/013/2100/21- V.O.K	Ministry of Education	Employment		Complainant alleged that a case he filed against Buryore Girls High School, VihigaSRMCC No. 14 of 2007, was mysteriously withdrawn and he sought the help of the Commission in reopening of the said case.	File to be closed. Outside mandate.

1097.	Emmanuel Murayi CAJ/JUD/001/2384/21- V.O.K	Judiciary	Unfair official conduct	Complainant alleged that the trial Magistrate in Bungoma CMC.Crcase number 722/2020 in which he is an accused person is bound to be biased since he is related to the Complainant. Complainant was advised to apply for recusal of the Magistrate or to report to the judiciary ombudsman.	Pending action from the complainant.
1098.	Lamech Job Bosire CAJ/PE/040/2544/21- V.O.K	Private Entity	Civil dispute- Employment	Complainant alleged that 911 Security Group treats workers unfairly and deducts money from their salaries to pay allowances.	File to be closed. Outside mandate
1099.	Mungai Kamau & Co. Advocates CAJ/DCI/015/3933/21- V.O.K	Directorate of Criminal Investigations	Delay	Complainant alleged delay in handling of a complaint lodged with the Respondent vide Malindi Inquiry file number 30/2019.	Pending action from the complainant.
1100.	Edward Gichuho Kamore CAJ/M.LAN/022/2141/21- V.O.K	Ministry of Lands and Physical Planning	Unresponsive official conduct	Complainant alleged that he applied for a certificate of official search in respect of his land parcel number KARA/LUSSIGITI/T.1112 but has never been issued with any.	Ongoing inquiry.
1101.	Muhamud Ali Hussein CAJ/KNEC/013/2047/21- V.O.K	Kenya National Examinations Council	Unresponsive official conduct	Complainant alleged that the Respondent has not changed the name appearing in his Kenya Certificate of Secondary Education certificate to reflect his true name.	Ongoing inquiry.
1102.	Domiziano K Njeru CAJ/POL/015/3945/21- V.O.K	National Service Police	Unlawful official conduct	Complainant alleged that officers from Menengai Police Station invaded his farm, plot	Pending action from Complainant

				number 338 Ol Rongai Scheme, on the strength of a Court Order and destroyed, burnt and stole his property.	
1103.	Harrison Shimonyi Akala CAJ/P.O/047/1457/21- V.O.K	Public Officer	Unfair treatment	Complainant alleged that his colleague at the University of Nairobi has been harassing and intimidating him.	Pending action from Complainant
1104.	Charles Ndau Karuki CAJ/M,HEA/012/551/21- V.O.K	Ministry of Health	Administrative injustice	Complainant alleges that he was retired from public service on 26.10.2016 but the letter conveying the decision to retire him from public service stated that the retirement was effective from 01.11.2008 yet he served and received his salary and allowances up to 30.04.2012.	Ongoing Inquiry.
1105.	S.M Keyonzo Advocates CAJ/POL/015/3950/21- V.O.K	National Police Service	Unresponsive official conduct	Complainant alleged that Parklands Police Station has failed to act on a report made by its client regarding assault by a known male adult.	Pending action from Complainant
1106.	Nyamwenokeragoni Elvis CAJ/KRA/000/342/21- V.O.K	Kenya Revenue Authority	Unresponsive official conduct	Complainant alleged that Value Added Tax was erroneously included as part of his tax obligation but the Respondent did not correct the error even after he brought the same to its attention.	Pending action from Complainant
1107.	Dr. Isaac Mwangi Mugo CAJ/PSC/016/166/21- V.O.K	Public Service Commission	Employment	Complainant alleged that he was unfairly dismissed from employment by the Senator for Kiambu County.	File to be closed. Complainant advised.
1108.	Alfred Lungavia	Ministry of Interior	Civil	Complainant alleged that the	File to be

	CAJ/M.IGC/062/1296/21-V.O.K	and Coordination of National Government	dispute	Respondent's Sabafia subcounty office failed to resolve a land dispute between him and a 3 rd Party.	closed. Complainant advised.
1109.	Daisy WambugiNyaga CAJ/POL/015/3979/21-V.O.K	National Police Service	Unresponsive official conduct	Complainant alleged that the Officer in Charge, Membley Police Station, failed to comply with a Court Order issued in her favour.	File to be closed. Complainant advised.
1110.	Peter Muthoni and Company Advocates CAJ/JUD/001/2367/21-V.O.K	Judiciary	Delay	Complainant alleged that there is delay in hearing and determination of Nyeri ELCCNumber 237 of 2013 due to lack of a judge in the station. Complainant was advised to lodge his complaint with the Judicial Service Commission.	File to be closed. Complainant advised.
1111.	MW Advocates LLP CAJ/NLC/022/2159/21-V.O.K	National Land Commission	Delay	Complainant alleged that their clients' parcels of land were compulsorily acquired for purposes of construction of Kisumu-Kakamega-Webuye-Kitale road but they have not been compensated.	Ongoing inquiry.
1112.	Maudling AyungaOpar CAJ/TSC/013/2098/21-V.O.K	Teachers Service Commission	Employment	Complainant alleged that he was unfairly interdicted by the Respondent based on fabricated charges.	File to be closed. Complainant advised.
1113.	Josephine Wairimu Mbira CAJ/M.LAN/022/2121/21-V.O.K	Ministry of Lands & Physical Planning	Civil dispute	Complainant alleged that land parcel number LIMURU/KAMIRITHU/3014 was compulsorily acquired by the Kenya National Highways Authority but she was not	File to be closed. Complainant advised.

					compensated. The said land parcel was the subject of objection proceedings in Nairobi High Court Succession cause No. 1793 of 1997 in which her objection was dismissed. Complainant's claim to ownership of the land was overruled by the Court.	
1114.	Michael Ndolo Kioko CAJ/NPS/015/3972/21- V.O.K	National Service	Police	Employment	Complainant alleged that the disciplinary process undertaken by the Respondent which led to reduction in his rank was unfair.	File to be closed.
1115.	Margaret Nyambure Murumu CAJ/POL/015/3927/21- V.O.K	National Service	Police	Employment	Complainant alleged that her salary was stopped on 02.09.2019 even though she was not subject of any disciplinary process.	Pending action from Complainant
1116.	Mwenji Villagers CAJ/KERRA/006/169/21- V.O.K	Kenya Rural Roads Authority		Ineptitude	Complainants alleged that there was poor drainage due to the construction of a road passing through their village.	File to be closed. Complaint withdrawn.
1117.	Calvine Paul Oredi CAJ/M.ENE/021/532/21- V.O.K	Kenya Power and Lighting Company		Unfair official conduct	Complainants alleged that his account number 23888498 was over billed by the Respondent.	Pending action from Complainant
1118.	Nirav Patel CAJ/AG/001/2397/21- V.O.K	Office of the Attorney General		Unlawful official conduct	Complainant alleged that the Deputy Registrar of Marriages declined to approve his civil wedding since he was Indian and was expected to get married as a Hindu. He later withdrew the complaint.	File to be closed.
1119.	Shamsa K Ngish CAJ/M.EDU/013/2131/21- V.O.K	Ngara School	Girls High	Unfair official conduct	Complainant alleged that her daughter was suspended from school for engaging in lesbianism	Ongoing inquiry.

1120.	Francis Kangeche CAJ/M.LAN/022/2133/21-V.O.K	Macharia and Physical Planning	Ministry of Lands and Physical Planning	Delay	and was excluded from the boarding program. Complainant alleged that he made an application for registration of LR No. NAIROBI BLOCK 83/1754 in to his name following a successful succession process but the same has not been effected.	Ongoing inquiry.
1121.	John Njoroge CAJ/PEN/000/1337/21-V.O.K		Pensions Department	Delay	Complainant alleged that he retired as an employee of the Ministry of Agriculture in 2018 when his application for pension was forwarded to the Respondent but to-date he has not received his pension.	Ongoing inquiry.
1122.	Vinson Ekai CAJ/SARA/025/167/21-V.O.K		SACCO Societies Regulatory Authority	Delay	Complainant alleged that she lodged a complaint with the Respondent in 2018 but the same has not been resolved.	Pending action from Complainant
1123.	MusyokiMogaka and Company Advocates CAJ/TSC/013/2080/21-V.O.K		Teachers Service Commission	Unfair treatment	Complainant indicated that the Respondent's Chief Executive Officer unfairly treated their client leading to her resignation.	File merged (with reference 013/2087)
1124.	J. O. Soire & Co. Advocates CAJ/KERRA/006/172/21-V.O.K		Kenya Rural Roads Authority	Unlawful official conduct	Complainant alleged that the Respondent unlawfully diverted a public road to pass through his land parcel number WANJARE/BOMARIBA/385.	Ongoing inquiry.
1125.	Peter Chemuigut CAJ/KSC/014/371/21-V.O.K		Kenya Company Seed	Unlawful official conduct	Complainant alleged that the Respondent's Managing Director is guilty of running down the company through illegal and unprocedural activities.	Ongoing inquiry.

1126.	Donaire Centre CAJ/NPS/015/3969/21- V.O.K	Educational	National Service	Police	Unresponsive official conduct	Complainant alleged that she reported a case of theft to Soweto Police Station vide Occurrence Book Number 44/06/21 but no action was taken.	Ongoing inquiry.
1127.	James Lumumba CAJ/M.WAT/009/291/21- V.O.K		Ministry of Water		Delay	Complainant alleged delay in release of his terminal benefits by the Respondent.	Ongoing inquiry.
1128.	Michael Kariki CAJ/M.LAB/017/819/21- V.O.K		Ministry of Labour and Social Protection		Delay	Complainant alleges delay in resolving a complaint lodged with the Respondent on 08.03.2021.	Pending action from Complainant
1129.	Lilian Wanguni Nuthu CAJ/CGKIAMB/072/70/2 1-V.O.K		County Government of Kiambu		Employment	Complainant alleged that she was unlawfully and unfairly re-designated by the Respondent.	Pending action from Complainant
1130.	James Wathuge CAJ/CG/NRB/060/318/21- V.O.K		Nairobi County Government	City	Ineptitude	Complainant alleged that the sewerage and road system in Kangemi estate is in a deplorable state.	Ongoing inquiry.
1131.	Mukaakiskioni Residents CAJ/M.ENV/038/180/21- V.O.K		National Environment Management Authority		Delay	Complainants alleged that the Respondent has delayed in resolving a dispute they reported in January 2021.	Ongoing inquiry.
1132.	Mariam Hassan CAJ/NMS/060/320/21- V.O.K		Nairobi Metropolitan Service		Delay	Complainant alleges that the Respondent has delayed in resolving a dispute she reported on 03.05.2021.	Ongoing inquiry.
1133.	Anonymous CAJ/NPS/015/3975/21- V.O.K		National Service	Police	Trivial/vexatious	Complainant alleged that there is a car shed erected near Obama police post and the same was funded by a well-known drug suspect who is claiming to vie for the position of	To be closed.

1134.	Concerned Staff of Wajir County Government CAJ/CG/WAJR/058/13/21-V.O.K	County Government of Wajir	Ineptitude	Member of County Assembly. Complainant alleged that the Respondent as well as other County Governments do not remit deductions made on their employees' salaries on time.	Ongoing inquiry.
1135.	Lawrence N. Mutembei CAJ/EACC/026/223/21-V.O.K	Ethics and Anti-Corruption Commission	Unresponsive official conduct	Complainant alleged that the Respondent has delayed in resolving a dispute he reported in November 2019.	Ongoing inquiry.
1136.	Kieti Law for Ben Ngaira CAJ/NTSA/004/495/2021-V.O.K	National Transport and Safety Authority	Unresponsive official conduct	Complainant alleged that the Respondent has delayed in resolving a dispute he reported on 07.04.2017.	Pending action from Complainant
1137.	Lilian Bosibori Moraira CAJ/M.IMM/003/382/21-V.O.K	National Registration Bureau	Unresponsive official conduct	Complainant alleged that the Respondent has delayed in resolving a dispute she reported in October 2016.	Ongoing inquiry.
1138.	David Owiti CAJ/M.EDU/013/2127/21-V.O.K	Kenya Universities and Colleges Central Placement Unit	Unlawful official conduct	Complainant alleged that the Board and Management of the Respondent is engaged in several unlawful activities including unlawful termination of employees' services, nepotism and corruption.	Ongoing inquiry.
1139.	Isaiah Musungu CAJ/TSC/013/2128/21-V.O.K	Teachers Service Commission	Discourtesy	Complainant alleged that the Respondent was discourteous in its communication made on 17.06.2021.	Ongoing inquiry.
1140.	Faith Wanjiku Macharia CAJ/NACC/012/534/21-V.O.K	National Control Council Aids Council	Employment	Complainant alleged that her employment with the Respondent was unfairly terminated.	To be closed. Complainant advised.
1141.	Hezron Okiki	National Police	Unresponsive	Complainant alleged that the	Ongoing

	CAJ/NPS/015/3993/21- V.O.K	Service		ive official conduct	Respondent has not arrested a suspect even after being directed to do so by the Office of the Director of Public Prosecutions.	inquiry.
1142.	Matano Mwanza Nzoka HUD/KWL/POL/015/12/202 1-EM	National Service	Police	Delay	The complainant alleged delay at Directorate of Criminal Investigations Headquarters to rectify records following an application for a certificate of good conduct which shows he had an outstanding court case which was not true record. He indicated that in 2007 he was charged with the offence of causing death by dangerous driving vide Criminal Case Number 1136 of 2007 at Kwaile Law Courts. Upon trial, he was found guilty and sentenced to 2 years imprisonment. However, the certificate of good conduct indicated that the court case was still pending.	Ongoing inquiry.
1143.	Eunice Chizimangale HUD/KWL/MOH/012/2/202 1-EM	National Insurance (NHIF)	Hospital Fund	Delay	The complainant alleged delay at National Hospital Insurance Fund (NHIF) Ukunda in processing NHIF Membership card since 2020. Complainant advised to avail sufficient particulars to inform action.	Pending action form complainant.
1144.	Amina Omar Dziwuwu HUD/KWL/NHIF/012/1/202 1-EM	National Insurance Fund	Hospital Fund	Delay	The complainant alleged delay in processing her National Hospital Insurance Fund Card	Pending action form complainant.

1145.	Dominic Khaemba Wetangula HUD/KWL/POL/015/13/2021-KC	National Police Service	Delay	The complainant alleged delay in processing of police clearance certificate he applied for on 5.2.2021 at Kwale Huduma Centre vide Reference No. PCC-B5TLKWJ2.	Ongoing inquiry.
1146.	Ali Said Mwakaribu HUD/KWL/M.INF/023/2/2021-KC	Postal Corporation of Kenya	Delay	The complainant alleged non-remittance of dues deducted from his salary as an employee of PCK (P/F 21989) for purposes of servicing a loan at Standard Chartered Bank. Claimed to have fully paid the loan but bank indicates he had outstanding loan arrears of Kshs. 135,522.43/-.	Ongoing inquiry.
1147.	Issa Safari Ngala HUD/KWL/NRB/003/4/2021 0-KC	National Registration Bureau	Delay	The complainant alleged delay at National Registration Bureau to rectify an anomaly on his National identity card which indicated that he was born in Kinango, Kwale instead of Kilifi which he claimed had cost him employment opportunities.	Ongoing inquiry.
1148.	Mwero Ruwa HUD/KWL/NSSF/017/4/2021-KC	National Council for Persons With Disabilities	Delay	The complainant alleged delay by the Respondent in processing and issuing him with a Person With Disability identity card since 2011. Complainant advised to avail sufficient particulars to	Pending action from the complainant.

1149.	Solim Ali Ringi on behalf of Ringi Ali Ringi HUD/KWL/M.LAB/017/5/20 21-KC	National Council for Persons With Disabilities	Delay	inform action.	Pending action from the complainant.
1150.	Bakari Mwanauli Ramadhan HUD/KWL/PEN/000/1/2021 -KC	Pension Department	Delay	The complainant alleged delay in processing of his benefits upon retiring from public service effective December 2020. Was employed (P/No.1983033553) in the Ministry of Agriculture and seconded to County Government of Kwale where he worked until his retirement. Complainant advised to await sufficient particulars to inform action.	Pending action from the complainant.
1151.	Dixon MwamburiMjomba CAJ/HUD/WND/CG/T.TVT/ 093/1/2021-KC	County Government of Taita Taveta	Delay	The complainant alleged delay by the County Government of Taita Taveta to pay compensation for acquisition of his plot number 397 since 2014. Plot was acquired for purposes of setting up the Sub-County Administrator's office in Mwatate	Ongoing inquiry.
1152.	Eva ShighareMwandotto HUD/WND/PEN/000/1/2021-KC	Pensions Department	Unresponsive official conduct	The complainant alleged lack of feedback at Pension Department on her request for clarification on monthly pension benefits. Indicated that she was the next of kin of the late Boniface Jumwa (APN number	Ongoing inquiry.

1153.	Davison Arnold Mpamu HUD/WND/M.LAN/022/1/2 021-KC	Ministry of Lands and Physical Planning	Improper conduct	72408) Indicated that pension benefits reduced to Kshs. 2835 instead of Kshs. 9379. Sought for rationale for the reduction since 2018 but not assisted. The complainant alleged fraudulent registration of land parcel number Voi Municipality Block 1/243 measuring 0.81Ha under the name of Francisca WaliMwaisaka who he claims is a stranger as he had been in occupation and possession of the plot since 1986. Complainant advised to avail sufficient particulars to inform action.	Pending action from the complainant.
1154.	Wanjiku Mohamed Advocates CAJ/MSA/ATI/M.LAN/022/ 4/2021-KC	Ministry of Lands and Physical Planning	Access To Information	The complainant sought the rationale for the decision by the Land Registrar, Mombasa to reject an application for removal of caution on Land parcels CR.51423 and CR. 51424 in Mombasa County. Indicated that despite making a request in August 2020, the information sought had not been availed to date.	Access To Information Order issued.
1155.	Dhome Informal Settlement Scheme CAJ/MSA/ATI/CG/MSA/06 8/5/2021-KC	County Government Mombasa	Access To Information	The complainant sought a copy of the sketch plan and list of beneficiaries on the intended resettlement of locals living within Dhome Informal settlement scheme, Mombasa on land parcel number MN/VI/1132.	Ongoing inquiry.

					Claimed that there was no transparency in the county programme.	
1156.	Mohamed R. Mohamed CAJ/MSA/ATI/M.LAB/017/ 1/2021-KC	Ministry of Labour and Social Protection	Access To Information	The complainant alleged lack of feedback and refusal to avail a copy of letter dated 26.6.1998 from Bamburi Cement Company addressed to the Labour office, Mombasa concerning computation of terminal benefits owed to former employees of the company.	Ongoing inquiry.	
1157.	Migadini Residents, Mombasa CAJ/MSA/ATI/M/ICG/062/ 2/2021-KC	Ministry of Interior and Coordination of National Government	Access To Information	The complainants sought information from the Assistant Chief, Chaani Sub-Location, Mombasa County concerning a list of residents/participants who allegedly took part in a public participation forum on the proposed establishment of a liquid petroleum gas facility in Migadini, Mombasa County. Claimed that the list was forged as residents objected to the setting up of the facility within a residential area.	Inquiry ongoing.	
1158.	Khelef Khalifa CAJ/MSA/ATI/JUD/001/1/ 2021-KC	Judiciary	Access To Information	The complainant sought information on the Judicial Review Application Number 628 of 2017. In particular, he sought to know the name of the Registrar who processed Independent Electoral and Boundary Commission's appeal.	Matter addressed to the Office of Chief Registrar, Judiciary. Complainant advised to	

				the name of duty judge who certified the appeal as urgent and a copy of the Appeal.	give feedback upon lapse of 21 days to inform Commission's action.
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