



## THE COMMISSION ON ADMINISTRATIVE JUSTICE

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⚙ admin

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Close

Complaint No. CAJ/FIN/071/45/2016



Submission Date/Time	Serial Number	Priority	Source
30/03/2016 12:56:56	45	High (Very Urgent)	High (Very Urgent)

**Status:** Opened  
**Assigned To:** Administrator

Print

Print As pdf

Attachments

Conversation

Log

Back to Overview

## Complainant Details

**Complainant:** Hellen Kemuma Ondieki**Gender:** Female**Age Group:** Unknown**ID Number:** 0947725**Postal Address:** 24252 00100 Kenya**Mobile:** 0720087157 / 0711985803**Email:****County:** NAIROBI**Constituency:**

## Complaint Status

Change Status

Elaborate

[Update Status](#)

## Complaint Details

<b>Nature of Complaint</b>	MALADMINISTRATION
<b>County where Incident took place</b>	NYAMIRA
<b>Institution/Department complained against</b>	ATHI WATER SERVICES BOARD
<b>Individual complained against</b>	County Commissioner, Nyamira County
<b>Where Incident took place</b>	Nyamira County
<b>Incident Date</b>	30/03/2016
<b>Have you complained to the Public Instituion Involved?</b>	Yes
<b>if Yes, what is the outcome of your complaint?</b>	Four Years down the line no answer given
<b>Have you reported this matter to any other public institution/Public official</b>	No
<b>if Yes, what is the outcome of your complaint?</b>	
<b>Detailed summary of the Complaint</b>	Hellen Kemuma Ondieki is a widow.
<b>What is the action that you want taken?</b>	Advice what next
<b>Date Reported</b>	30/03/2016 12:56:56

## Complaint Assignment

Currently

Administrator

Assign Officer

Comments

[Assign Person](#)

## Complaint Transfer

Transfer to Agency \*

Comments

[Transfer](#)

## Analysis and Recommendation

PriorityName	Recommendation	Created Date	Officer
High (Very Urgent)	The Complainant is the uncle of Hellen	30/03/2016	Administrator
		04/11/2015	

Nature of Complaint \*

MALADMINISTRATION

Classification \*

SELECT PRIORITY ▼

Reviewing Officer recommendation \*

Save

## Attachments

Date	Document	Classification
06/10/2015	<a href="#">evidence (/caj4/web/complaints/download_docs?filename=Permission Report Detailed (4).txt)</a>	
30/03/2016	<a href="#">sdsaas (/caj4/web/complaints/download_docs?filename=county Diagram.pdf)</a>	

## Add Attachment

Confidential

Document Description \*

File Description

☐

## Conversation / Additional Information

**From: Administrator (CAJ) on 30/03/2016 01:08:18 to**  
Kindly review this complaint

**From: on 30/03/2016 01:28:27 to**  
fsfsdfsd

**From: on 30/03/2016 01:30:56 to**  
fdsfsdf

**From: on 30/03/2016 01:31:22 to**  
sdfdsfsdf

Message will be sent as **admin** on Mar 30.

Send To

To Agency

Send Message

## Complaints log

Time	By	Action
30/03/2016 01:07:09	Administrator( CAJ )	Tranfered to ATHI WATER SERVICES BOARD - this is the correct institution
30/03/2016 01:08:17	Administrator( CAJ )	Sent Message to Agency - Kindly review this complaint
30/03/2016 01:28:27	Deborah Kemunto Masara( )	Sent Message to CAJ - fsfsdfsd
30/03/2016 01:30:56	Deborah Kemunto Masara( )	Sent Message to CAJ - fdfsdf
30/03/2016 01:31:22	Deborah Kemunto Masara( )	Sent Message to CAJ - sdfdsf
Time	By	Action

Close

### Head Office

2nd Floor, West End Towers  
Opposite Aga Khan High School  
off Waiyaki Way - Westlands  
P.O. Box 20414 – 00200, NAIROBI.

☎ Tel: +254-20-2270000

### Kisumu Branch Office

Central Square Building, 2nd Floor  
Oginga Odinga Street  
P.O. Box 1967 – 40100, KISUMU.

☎ Tel: +254 718 965 590 / 731 248 906

### Mombasa Branch Office

Haki House, 2nd Floor  
Panal Freighters Lane off Haile Selassie Road  
off Waiyaki Way - Westlands  
P.O. Box 80979 – 80100, MOMBASA.

☎ Tel: +254 41 222 0468 / 731 011116

### Complaints

Toll Free Line : 0800 221 349  
SMS SHort Code: 15700 ( Safaricom Subscribers Only)

- ✉ info@ombudsman.go.ke (for general inquiries)
- ✉ complain@ombudsman.go.ke (for complaints)

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