

COMPLAINTS MANAGEMENT INFORMATION SYSTEM PRESENTATION

COMMISSION ON ADMINISTRATIVE JUSTICE

**THE COMMISSION ON
ADMINISTRATIVE JUSTICE**



"Hata mnyonge ana haki"

COMMISSION ON ADMINISTRATIVE JUSTICE MANDATE

- CAJ is an independent constitutional body established under Article 59(4) and Chapter Fifteen of the Constitution of Kenya and the Commission on Administrative Justice Act, 2011.
- The mandate of Office of the Ombudsman is two-fold, and extends to both national and county governments;
- ❖ Firstly, the Commission has the mandate of tackling maladministration (improper administration) in the public sector. In this regard, the Commission is empowered to, among other things, investigate complaints of delay, abuse of power, unfair treatment, manifest injustice or discourtesy;
- ❖ Secondly, the Commission has the mandate of overseeing and enforcing the implementation of the Access to Information Act, 2016.

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COMPLAINTS MANAGEMENT INFORMATION SYSTEM DEVELOPMENT

- In its endeavor to strengthen the management of public complaints on maladministration to enhance efficiency in the public service, the Commission through the support of **GIZ Good Governance Programme**, developed a Complaints Management Information System (CMIS). The system would enable the public to lodge their complaints and track them online at their own convenience and strengthen the capacity of the Commission to monitor and evaluate complaint handling by public entities including the County Governments.
- The Commission launched the Public Portal of the Complaints Management Information System (CMIS) on May 24, 2022.
- This has resulted in;
 - Increase in user access and traffic as well as efficiency in the resolution of complaints.
 - Better tracking of the complaint's resolution processes.
 - Real-time submission from a complainant to screening for admissibility
 - Improved workflow and communication
 - Timely access to information, and enhancement of transparency
 - Accurate reporting and data compilation

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COMPLAINTS MANAGEMENT INFORMATION SYSTEM FUNCTIONALITY

- Automation of the Complaint handling process
- Submission of Performance Contracting reports by the Government Ministries, Departments, Counties and Agencies
- Analysis of complainant issues per MCDAs
- To enable quick turnaround in complaints resolution.
- To improve level of interaction with stakeholders

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BENEFITS OF CMIS SYSTEM

- ❖ Real time submission of complaints
- ❖ Capability to allocate the complaints to legal officers virtually
- ❖ Real time correspondence with the complainant
- ❖ The complainant can check the CMIS public portal for updates on the status of their case
- ❖ Accurate and fast data compilation for reliable reporting
- ❖ Enhances CAJ's online presence
- ❖ Improved workflow and communication
- ❖ Respond quickly to stakeholder expectations by gaining instant access to the complaints
- ❖ Enhanced operational efficiency and service delivery to stakeholders
- ❖ Better tracking of the complaints resolution processes.

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www.ombudsman.go.ke - website
cmis.ombudsman.go.ke - CMIS



THE COMMISSION ON ADMINISTRATIVE JUSTICE
(Office of the Ombudsman)



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WELCOME TO COMMISSION ON ADMINISTRATIVE JUSTICE
COMPLAINT MANAGEMENT INFORMATION SYSTEM

Click **HERE** for a guide on navigating the
Public Portal

PUBLIC PORTAL

click this box to enter the public portal

Click **HERE** for a guide on navigating the
MDA Portal

MDA PORTAL

PERFORMANCE CONTRACTING

Head Office

2nd Floor, West End Towers

Complaints

Toll Free Line : 0800 221 349

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CMIS PUBLIC PORTAL

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PUBLIC PORTAL

Login

Your Username *

Password *

☐ Show Password

 **Login**

New Here? [Click Here to Create Account](#)

About the Commission

The Commission on Administrative Justice (CAJ), also known as the Office of the Ombudsman is an independent commission established by the Commission on Administrative Justice Act, 2011 pursuant to Article 59 (4) of the Constitution of Kenya.

The CAJ is mandated to address all forms of maladministration, promote good governance and efficient service delivery in the public sector by enforcing the right to fair administrative action. We investigate abuse of power, manifest injustice and unlawful, oppressive, unfair or unresponsive official conduct.


As our slogan goes, *Hata Mnyonge ana Haki* (the weak or disadvantaged have rights too). The Swahili of old said "Mnyonge Hana Haki" (the weak or disadvantaged have no rights). It is not so under the Constitution of Kenya 2010.

The citizen is sovereign, thus, "Hata Mnyonge ana Haki". The Commission on Administrative Justice (office of the Ombudsman) is the foremost Constitutional Commission whose primary

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 > [Home](#) > **Register**

First Name *

Middle Name

Last Name *

Choose UserName *

Town

Country

SELECT COUNTRY ▾

Mobile *

Email *

Signup

Cancel

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PUBLIC PORTAL USER PASSWORD



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(Office of the Ombudsman)



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[Home](#) > [Home](#) > **Set Password : abc**

New Password

Confirm Password

Save

Cancel

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IMPORTANT



New Complaint

Create Complaint

My Complaints



My Complaints

0 Complaints

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2nd Floor, West End Towers
Opposite Aga Khan High School
off Waiyaki Way - Westlands
P.O. Box 20414 – 00200, NAIROBI.
Tel: +254-20-2270000

Complaints

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

Mombasa Branch Office

Commission on Administrative Justice | Office of the Ombudsman
2nd floor. North Tower.



Leave a message

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LODGING OF COMPLAINTS

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The items marked in * are compulsory

☐ I would like to report anonymously (without disclosing my details)

I. Contact Information

First Name *

Test ✓

Other Names *

Test ✓

Represented By

ID Number/Passport No.

12345678 ✓

Gender *

Male ✓

Age Group *

18 to 35 ✓

CONT'D

II. Complaint Details

County where Incident took place *

BARINGO



Individual / Institution complained against *

TEST

Where Incident took place *

TEST

Incident Date *

2022.11.28



Is this an **Access To Information** Complaint?

☐ Yes ☒ No

Have you previously lodged this complaint with the Ombudsman? *

☐ Yes ☒ No

Have you complained to the Public Institution Involved? *

☐ Yes ☒ No

STATUS OF COMPLAINT;



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Show entries

Search:

No.↑	Date	Ref No.	Complainant	Nature of Complaint	Institution	Complaint Status
1	28/11/2022	CAJ/acc/0157/32/2022	Test Test	CORRUPTION	ADVOCATES COMPLAINTS COMMISSION	Under Review

Showing 1 to 1 of 1 entries

Previous

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SUPPORTING DOCUMENTATION REQUEST;

To Complainant

Hello esteemed citizen,
Receive warm compliments from the Office of the Ombudsman. Your complaint is under review.
Please send supporting documentation quoting Serial Number: XXXX to one of the following regional office emails based on your location:

- Head Office: cmis.records@ombudsman.go.ke
- Kisumu Office: kisumu@ombudsman.go.ke
- Mombasa Office: mombasa@ombudsman.go.ke
- Isiolo Office: isiolo@ombudsman.go.ke
- Eldoret Office: eldoret@ombudsman.go.ke
- Nyahururu Office: nyahururu@ombudsman.go.ke

Send Message

System Generated Complaints log

Time

By

Action

ACCESS TO INFORMATION;

- The Access to Information Act, 2016 sets out specific obligations for public entities in relation to records including;
 - *Pro-active disclosure*
 - *Reactive disclosure*
 - *Management of Records*
 - *Oversight by CAJ*
- The Commission supports **Kenya National Archives and Documentation Services** as the primary agency mandated to oversee proper records management in the public sector.

THE COMMISSION ON
ADMINISTRATIVE JUSTICE



"Hata mnyonge ana haki"

CAJ MONITORING TOOL

- The Access to Information Act (2016) outlines documents that public entities are required to make available to the public, without the need for citizens to apply for this information, by publishing it on their websites.
- In partnership with Hivos, an international development organization, the Commission developed a monitoring tool, that seeks to enhance the oversight role of the Commission on proactive disclosure.
- Disclosure of information includes;
 - *General Information About the Organization*
 - *Powers and duties of officers and employees*
 - *Planning and Budgeting Documents*
 - *Operational Policies and Procedures*
 - *Public Procurement Information*

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CAJ MONITORING TOOL;

Dashboard

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ENTITIES ASSESSED

471



AVERAGE SCORE

36%



HIGHEST SCORE

76%

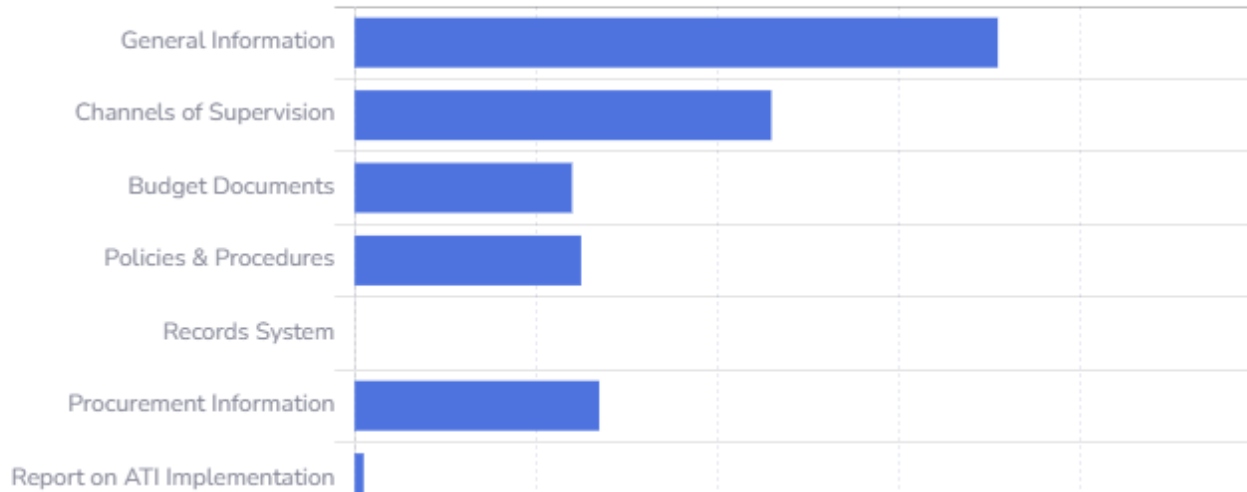


LOWEST SCORE

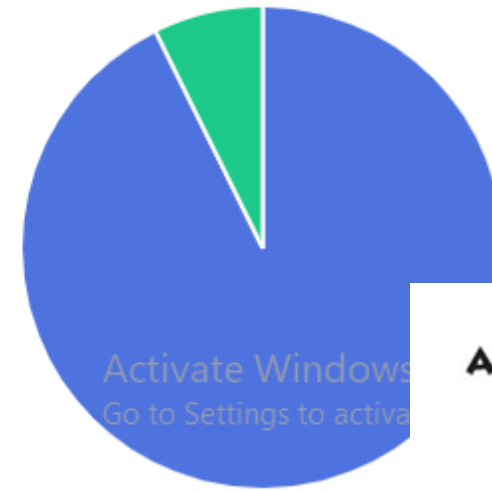
24%



ATI Score Overview



Percentage of Public Entities Online



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MANAGEMENT OF RECORDS;

- **Keep and maintain accurate, authentic and credible records**
- Create and preserve records
- Maintain records in good order and condition
- Ensure the safety and integrity of records
- Computerize the records and information management system within 3 years from the date of commencement of the Act
- Not to alter, deface, block, erase, destroy or conceal any record held by them with the intention of preventing disclosure to an applicant.
- **Records Disposal**

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MDA PORTAL DEVELOPMENT;



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click this box to enter the public portal

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MDA Portal

STAFF PORTAL

click this box to enter the staff portal

MDA PORTAL

PERFORMANCE CONTRACTING

Head Office

2nd Floor, West End Towers

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MDA PORTAL;

MDA's portal integrated with an Electronic Documents Management system for reporting on Performance Contracting

- Performance Contracting-

A management tool for measuring performance against negotiated performance targets. Part of the broader public sector reforms aimed at improving efficiency and effectiveness in the management of the public service

- This phase of the CMIS development project is aimed at enhancing efficiency in the reporting process for MDAs. The indicator '**Resolution of Public Complaints**' was introduced into Performance Contracting in the Financial Year 2009/2010. CAJ developed Guidelines for the assessment and certification of public institutions. Evaluation of this indicator, 'resolution of complaints' is on the basis of submission of all requirements provided within the stipulated timeframe and in the format provided in the guidelines. The Commission then issues compliance certificates at the end of each financial year to public institutions that have fully complied with the Commission's requirements.

The MDA's portal is poised to enhance;

- ❖ Online submission of quarterly reports by MDA's, as the performance contracting indicator on resolution of public complaints
- ❖ Real-time referral of complaints
- ❖ Improvement on level of Interaction between the ombudsman office and the MDA's on various complaints
- ❖ Faster correspondence with the MDA's on public complaints
- ❖ Online access to compliance certificates issued by the Commission at the end of each financial year to public institutions that have fully complied with the Commission's requirements
- ❖ Quick turnaround in complaints resolution through utilization of online complaints submission portal.
- ❖ Analysis of complainant issues per MDA's

Through the MDA's portal the Commission will also ensure compliance with:-

- ❖ Deadlines for filing quarterly returns
- ❖ Inclusion of Complaints filed directly to CAJ in issuance of certificate.
- ❖ Automated computation of scores and Real-time monitoring
- ❖ reporting on complaints

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MDA PORTAL LOG-IN;



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MDA PERFORMANCE CONTRACTING MODULE

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Your Username*

Password *

☐ Show Password

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MDA PORTAL REGISTRATION;

 > Home > **Register**

First Name *

Middle Name

Last Name *

Choose UserName *

Postal Address *

Postal Code *

Town

County

Mobile *

Email *

Institution

Activate Windows

Go to Settings to activate Windows.

MDA PORTAL HOME PAGE;



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MDA Complaints



MDA Complaints

Complaints filed to CAJ for an MDA

RETURNS

Compliance Returns



REPORTS

Certificates & Feedback

Head Office

2nd Floor, West End Towers
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off Waiyaki Way - Westlands
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2nd floor, North Tower

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Complaints filed for a particular MDA;

if Yes, what is the outcome of your complaint?

Have you reported this matter to any other public institution/Public official

if Yes, what is the outcome of your report?

Complaint Transfer

Transfer to MDA

Comments

Transfer

Complaints filed for a particular MDA



Start Date

2022.12.05



End Date

2022.12.05



Institution

All

Filter

Show 10 entries

Search:

Date ↑

RefNo

Complainant

INFORMATION,
COMMUNICATION AND
TECHNOLOGY (ICT)

Institution

Officer
Assigned

Escalation

County

Complaints filed for a particular MDA;



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Refresh

Advanced Search

Show 10 entries

Search:

No.	Ref No.	Date	Nature of Complaint	Individual	Status
1	CAJ/TEST- INST/TEST/999/999/2022	20/07/2022	INCOMPETENCE	test	Opened

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MDA PORTAL – COMPLIANCE RETURNS;



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Create Returns

All Returns

MDA Complaints

RETURNS

REPORTS



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Compliance Returns



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PC – COMPLIANCE RETURNS;



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**PLEASE UPLOAD DOCUMENTS FROM EARLIEST TO MOST RECENT
IN EXCEL FORMAT FOR EACH FIELD AS INDICATED IN THE
TEMPLATE**

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Year Type

Financial Year

☐ Late Returns

Quarter

Year

Quarter 2 ▾

2022/2023 ▾

Activate Windows
Go to Settings to activate Windows.

COMPLIANCE RETURNS CONT'D;


Q2 REACTIVE DISCLOSURE OF INFORMATION (required)

Click Here to Attach	
----------------------	---

Q2 ANNUAL PLAN ON AWARENESS CREATION (required)

Click Here to Attach	
----------------------	---

Q2 COMPLAINTS LODGED DIRECTLY (downloadable)

Click Here to Attach	
----------------------	---

Q2 COMPLAINTS LODGED FROM CAJ (downloadable)

Click Here to Attach	
----------------------	--

Q2 PENDING FROM PREVIOUS PERIOD (downloadable)

Click Here to Attach	
----------------------	---

Create

Cancel

Activate Windows
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COMPLIANCE RETURNS CONT'D;

Home Complaints **Returns ^** Recommendations

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 > Home > Reports

Create Returns

All Returns

Show entries

Search:

↑	Created Date	Report Type	Quarter	Submitted	Submission Date	Status
Quarter 1, 2021						
105	28/10/2022	COMPLAINTS LODGED FROM CAJ	Quarter 1, 2021	Yes	28/10/2022	New
Quarter 2, 2021						
106	01/11/2022	COMPLAINTS LODGED FROM CAJ	Quarter 2, 2021	Yes	01/11/2022	Approved

Showing 1 to 2 of 2 entries

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COMPLIANCE RETURNS EVALUATION;

Documents

ID	Description	Filename	Download
5	Q2 REACTIVE DISCLOSURE OF INFORMATION (required)	Q2 COMPLAINTS LODGED FROM CAJ	Download
6	Q2 ANNUAL PLAN ON AWARENESS CREATION (required)	Q2 ANNUAL PLAN ON AWARENESS CREATION	Download
12	Q2 COMPLAINTS LODGED DIRECTLY (downloadable)	Q2 REACTIVE DISCLOSURE OF INFORMATION	Download
13	Q2 COMPLAINTS LODGED FROM CAJ (downloadable)	Q2 COMPLAINTS LODGED DIRECTLY	Download
14	Q2 PENDING FROM PREVIOUS PERIOD (downloadable)	Q2 PENDING FROM PREVIOUS PERIOD	Download

Feedback Sheet

PC – RECOMMENDATIONS;

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Show entries

Search:

ID ↑	Created Date	Institution	Quarter	Year	Status
9	2022-07-19 16:16:26	TEST INSTITUTION	Quarter 3	2019	

Showing 1 to 1 of 1 entries

Previous Next

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Close

Institution

Quarter

TEST INSTITUTION

Quarter 3, 2019

ID	Description	DueDate	Status	CompletionDate
10	SUBMIT Q3 RETURNS	2022-08-11	0	

Activate Windows

CERTIFICATES & FEEDBACK REPORTS;



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MDA Complaints

Complaints filed to CAJ for an MDA

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🏠 > [Back](#) > **Certificate Review :**

Access of feedback and certification is based on satisfactory compliance to the guidelines on PC Resolution of Complaints indicator

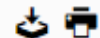
Feedback Reports

[Compliance Feedback Reports](#)



Certificates

Print Certificate



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Complaints

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Printed By: Caj

Printed Date: 24/11/2022 04:08:31 PM

The Commission on Administrative Justice



MDA FEEDBACK REPORT

QUARTER 1 2021 FEEDBACK FOR TEST INSTITUTION							
COMPLAINTS RECEIVED AND PROCESSED	REACTIVE DISCLOSURE	ACCESS TO INFORMATION	COMPLAINTS RECEIVED FROM CAJ	COMPLAINTS HANDLED DIRECTLY	ACTUAL RESOLUTION OF COMPLAINTS	ANNUAL PLAN ON AWARENES S CREATION	TOTAL QUARTE R ONE
TOTAL	SCORE	SCORE	SCORE	SCORE	SCORE	SCORE	SCORE
20.00	10.00	20.00	10.00	10.00	VERY GOOD	20.00	95
REMARKS ON EVALUATION INDICATORS							
Reviewing Officer Recommendation			Remarks on Evaluation Indicators				
Penalties for late submission (%)			-5.00%				
Remarks on Complaints Lodged Directly with MDA			Remarks on Complaints Raised Directly with MDA				
Remarks on Previous Quaterly Report(S)			Remarks on Previous Quarterly Reports				
Report Prepared By:			Pc Caj				
General Remarks			Remarks on Evaluation Indicators				

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THE COMMISSION ON ADMINISTRATION OF JUSTICE*"Office of the Ombudsman"***COMPLIANCE CERTIFICATE***Resolution of public Complaints*

This is to Certify that

TEST INSTITUTIONHas attained a Composite Score of
90%

For the Financial Year 2022/2023

Performance Grade
EXCELLENTActivate Windows
Go to Settings to activate Windows.

INTEGRATED PUBLIC COMPLAINTS REFERRAL MECHANISM


- The Integrated Public Complaints Referral Mechanism (IPCRM) is an electronic information sharing platform that was established in 2012. It brings together the Ethics and Anti-Corruption Commission (**EACC**), the Commission on Administrative Justice (**CAJ**), the Kenya National Commission on Human Rights (**KNCHR**), the National Cohesion and Integration Commission (**NCIC**), the National Anti-Corruption Campaign Steering Committee (**NACCSC**) and Transparency International (**TI**) Kenya.
- Submitted complaints were those within the mandates of the six institutions such as corruption, maladministration, ethnic discrimination and human rights violations. These partners accessed complaints and referred them to the relevant partner agency for action. Owing to some challenges, the IPCRM platform which was supported by the GIZ Good Governance Programme stopped operating in 2017. This was primarily due to **Inadequate funding by the partner institutions**.
- This year 2022, the initiative is in the process of being revived under stringent measures by the partner institutions with a newly revamped design. The partner institutions will mainstream the system into their complaints resolution mechanisms. With a successful roll-out, the system is poised to be opened up to MDAs that are willing to allocate adequate human and financial resources.

**THE COMMISSION ON
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"Hata mnyonge ana haki"

Referral of complaints through IPCRM;



THE COMMISSION ON ADMINISTRATIVE JUSTICE

(Office of the Ombudsman)

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Allocated Complaints

Unallocated Complaints

Public Complaints

New Complaints

Overdue

Transferred to IPCRM

Waiting on Agency

GRAPHICAL REPRESENTATION

Complaints

Daily New Complaints 165

Home > Home > Transferred to IPCRM

Refresh

Filter By IPCRM

Filter

Show 10 entries

Search:

No.	Date	Complainant	Nature of Complaint	Status	Institution	Respondent	Complaint Summary
No data available in table							

