

KENYA INSTITUTE FOR THE BLIND

RESOLUTION OF PUBLIC COMPLAINTS COMMITTEE

P.O. BOX 31082 00600

NAIROBI

TEL. 6004399/6005712 Ext. Complaints Mobile: 0717504908

Email: complaintskib@keib.or.ke Website:

www.keib.or.ke

KENYA INSTITUTE FOR THE BLIND COMPLAINTS HANDLING FRAMEWORK

ESTABLISHMENT

The Commission on Administrative Justice is established pursuant to the provisions of Art.59 of the Constitution under Section 3 of the Commission on Administrative Justice Act (Cap.102A of the Laws of Kenya). It is the successor to the Public Complaints Standing Committee previously established under the gazette notice no. 5826 of 2007. The CAJ is one of the three institutions fashioned out of the Kenya National Human Rights and Equality Commission (KNHREC) and created under Art.59 of the Constitution along with the Kenya National Commission on Human Rights (KNCHR) and the National Gender and Equality Commission (NGEC), together popularly referred to as the ‘Article 59 commissions’.

CAJ is responsible for overseeing the implementation of the ‘resolution of public complaints’ indicator in the public service performance contracts. To facilitate implementation of the indicator, the Commission has issued performance contracting guidelines clearly setting out the monitoring and reporting process, sanctions and penalties for defaulting, indicator evaluation criteria, and the activities MDAs are expected to undertake to satisfy the indicator. Under the performance contracting guidelines, MDAs are required to report on the resolution of public complaints annually. Annual reporting is aggregated from quarterly reports made by MDAs. The indicator requires all public institutions to promptly address and resolve public complaints lodged with and against them. They are required to establish mechanisms for resolving the complaints in consultation with the Commission. The Commission monitors this indicator by assessing and certifying MDAs against established criteria. While there is substantial compliance

with the reporting requirements for complaints handling in the performance contracting process, there are also a high number of defaulters

The Kenya Institute for the Blind adhoc Resolution of Public Complaints Committee was appointed on 14/07/2023 as a requirement by the Government of Kenya (Public Complaints Standing Committee) for all public institutions in Performance Contract regarding public service delivery by the Institute. It later changed to the

MEMBERS

Chairman – Emmily Kitty

Secretary – Esther Mwangi

Member – George Musyoka

Member – Amos Wambua

Ex-officio – Lydia Kyalo

MANDATE

The committee is charged with the responsibility of handling complaints from the public, our clients and members of staff on provision of goods and services as stipulated in the KIB Service Charter including delays, discourtesy, allegations of misuse of office, maladministration, injustice, among others.

FUNCTIONS OF THE COMMITTEE

- 1.Ensure continuous improvement of the services rendered by Kenya Institute for the Blind
2. Provide a user-friendly feedback system for Kenya Institute for the Blind
3. Promote both internal and external accountability for Kenya Institute for the Blind and the public office,
4. Promote public participation in the delivery of public goods and services, and
5. Resolve any issues raised by complainants who are dissatisfied with the services rendered by Kenya Institute for the Blind.

CHANNELS OF LODGING A COMPLAINT

- Personal visits
- RPCC -E-mail
- Post : KIB postal address
- Telephone (KIB land line)
- Complaints/Suggestion box

PROCEDURE FOR HANDLING COMPLAINTS

1. To receive the complaint about alleged acts, omissions, maladministration, register and acknowledge it.
2. Assess and operate fair and timely procedures to aid in the just resolution of the complaint, investigate and resolve the complaint.
3. Gathers or demands relevant information on the complaint.
4. Resolves issues at the most appropriate level of the entity
5. Report to the necessary authorities.

-- In case of a complaint regarding a committee member, the member should step aside to allow for investigations to be carried out and he/she will not participate in the resolution of that particular complaint until the issue has been resolved.

-- If a member of the committee lodges a complaint against another member, then both of them should step aside to allow for investigations to be made.

-- The complaints/suggestion box is to be opened weekly by the chairman and the secretary or their representatives.

-- The secretary is to receive and acknowledge all complaints.

-- Complaints should be resolved within 15 working days.

NOTE:

- Complaints forms can be obtained from the KIB website, the Institute's reception desk or from any member of the committee.
- Anonymous complaints will not be handled.
- The completed form should be addressed to the Chairman using the above address or submitted to any member of the committee or dropped in the complaints/suggestion box.

KENYA INSTITUTE FOR THE BIND

DATA BASE FORM

Ref. no _____

1. Complainant's details

Name (Dr / Mr / Mrs / Ms)

ID Number _____

Postal address _____

Mobile _____

Email _____

County _____

THE KENYA PUBLIC SECTOR COMPLAINTS HANDLING GUIDE

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APPENDIX 2

Database form

Ref. no _____

1. Complainant's details

Name (Dr / Mr / Mrs / Ms)

ID Number _____

Postal address _____

Mobile _____

Email _____

County _____

Age _____

2. Respondent's details

Name (Dr / Mr / Mrs / Ms)

Staff ID _____

Public Institution _____

Mobile _____

Email _____

County _____

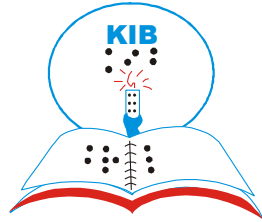
Age _____

3. Details of the complaint

4. The facts of the complaint

5. The decision reached by the complaints officer

6. Root cause of the complaint



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