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UNIVERSITY OF NAIROBI

VICE-CHANCELLOR'S TALKING POINTS DURING THE TRAINING ON CAPACITY DEVELOPMENT ON EFFECTIVE COMPLAINTS MANAGEMENT FOR COMPLAINTS HANDLING OFFICERS AND STAFF HELD ON TUESDAY JUNE 17, 2014 AT THE COUNCIL CHAMBER AT 8.00 A.M

ancellors

- **Chairperson of the Commission, Commissioner Otiende Amollo**
- **Representatives from Commission for Administrative Justice (CAJ)**
- **College Principals**
- **Deans and Directors**
- **Members of Staff**
- **Ladies and Gentlemen**

It is a pleasure to welcome you all to this training on capacity development on effective complaints management for complaints handling officers and staff. I would like to welcome our partners from the Commission on Administrative Justice who will be facilitating this training.

Ladies and gentlemen, the Commission on Administrative Justice (CAJ) was established as a successor Commission to the Kenya National Human Rights and Equality Commission (KNHREC) in consonant with Article 59 (4) of the Constitution of

**Consumer Public Complaints Standing
Committee (PCSC) through the Commission on
Administrative Justice Act, 2011.**

The Commission is mandated to enforce administrative justice in the public sector by addressing maladministration practices through effective complaints handling and alternative dispute resolution; promoting good governance and efficient public service delivery by enforcing the right to fair administrative action; and by investigating abuse of power, manifest injustice and unlawful, oppressive,

...ve official conduct. In addition, the Commission has a constitutional mandate to safeguard public interest by promoting constitutionalism, securing the observance of democratic values and principles and protecting the sovereignty of the people of Kenya.

CAJ further performs the oversight role across the public sector acting as a check on processes, systems and procedures involved in service-delivery. It plays a critical role in the process of implementing performance contract in the public service. This is

g an indicator on *resolution of public complaints* which are received as quarterly performance reports from all government agencies.

To this end, the University of Nairobi plays its role in the implementation of resolution of public complaints by submitting quarterly performance reports to CAJ.

Ladies and gentlemen, during the current Performance Contract period 2013/2014, CAJ issued new guidelines for the implementation of Public

r. Under the new guidelines the

University is expected to report on the following:

- i. Establishment of complaint-handling and management infrastructure and submitting information on the same to the commission in the prescribed format.**
- ii. Report on capacity development on effective complaints handling officers and staff.**
- iii. Report on creation of awareness on the complaints handling system and citizen service delivery charters**

t of complaints received

- v. Actual resolution of complaints received and reported in the prescribed format.**

Therefore, as part of the implementation of the above requirements, the University of Nairobi has organized this training to sensitize members of the University of Nairobi Central Corruption Committees/ Colleges / SWA /UNES / Central units Corruption Prevention Committees' members on the Effective Complaint handling.

have customer reporting mechanisms through emails/direct lines/website/customer/compliments reporting boxes which are fixed in strategic areas for both internal and external customers to indicate whether they are satisfied or not within our services.

The University has todate received seven (7) complaints from CAJ since the 2011/2012 performance contracting period, which have been addressed comprehensively within the stipulated period.

en, this training is indeed a clear indication that the University of Nairobi is committed to promoting good governance and efficient public service delivery.

With these few remarks, I wish to call upon you all to drive this process with the demonstrated energy and commitment that we have shown in the past. I wish you a successful training.

Thank you.