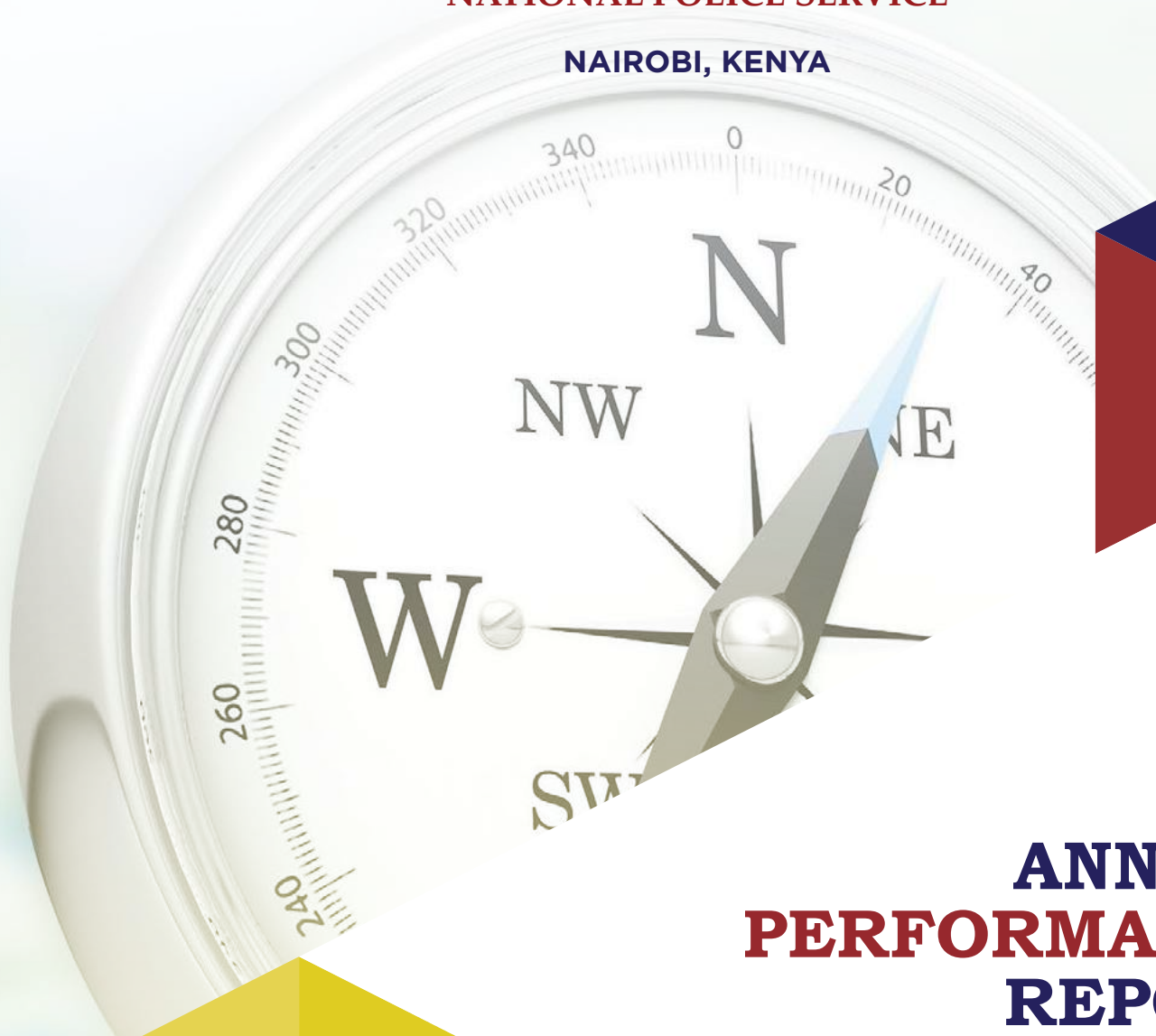




**INTERNAL AFFAIRS UNIT (I.A.U.)  
NATIONAL POLICE SERVICE**

**NAIROBI, KENYA**



**ANNUAL  
PERFORMANCE  
REPORT  
YEAR 2020**



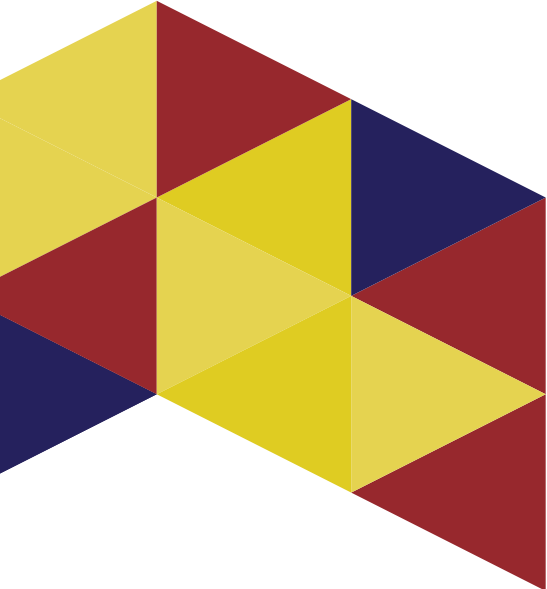
# ACKNOWLEDGEMENTS

Preparation of the Internal Affairs Unit (IAU) Performance Report 2020 has received tremendous support from all entities within the National Police Service including Kenya Police Service, Administration Police Service, and Directorate of Criminal Investigations. The IAU appreciates them for their continued cooperation and support.

Special thanks go to Transparency International (TI-Kenya) for facilitating content compilation through organizing and financing a retreat for the Unit's Performance Report Working Group at the Tamarind Hotel in Nairobi, and Tetra Tech International Development (REINVENT Programme) - Kenya, for financing the publishing of this report.

The report is a result of the tireless efforts of all IAU Officers. Particular thanks go to the Performance Report Working Group led by Ms Esther Ng'ang'a SSP (Ag. Deputy Director IAU), Mr Wilhelm Kimutai SP, Ms Joyce Kanda SSP, Ms Judy Otsembo ASP, C.I Julius Rotich, C.I Elly Odiembo, C.I George Mwangi, C.I Rollah Gatwiri, IP Kennedy Tuti, IP Honorata Nganyi, IP Almasi Mangi, IP George Kazungu, IP Judy Nyawira, and PC Erick Kurgat. All participating staff members are appreciated for enabling the report to be enriched with their knowledge and experience.

Content of this publication remains the sole responsibility of the Internal Affairs Unit and the National Police Service.



# Table of Contents

Abbreviations and Acronyms	4
List of Tables	5
List of Figures	5
Foreword	6
Director's Message	7
IAU Senior Management Staff and Section Heads	8
Executive Summary	9
<b>CHAPTER 1. Introduction</b>	<b>10</b>
Background	10
Functions of the Unit	10
Powers of the Unit	10
Command Structure	10
<b>CHAPTER 2. Complaints Management and Investigations</b>	<b>11</b>
Introduction	11
Complaints Management Process	11
IAU Contacts and Reporting Channels	11
Anonymous Reporting Information System (ARIS)	12
Investigations	12
<b>CHAPTER 3. Complaints Statistics</b>	<b>13</b>
Complaints Received	13
Complaints Recorded per Service	15
Complaints Received per Region	16
Complaints Received per County	17
Complaints Received from Agencies	18
Complaints Received from Members of the Public and Police Officers	19
Profile of Complainants	20
Categories of Complaints Received	22
Complaints by Status	23
<b>CHAPTER 4. Unit Performance and Achievements</b>	<b>29</b>
a) Deployment of Newly Recruited IAU Officers	29
b) Devolution of IAU Services to Regions	29
c) Establishment of New Sections	29
d) Policy and Legislative Review	29
e) Training and Capacity Building	29
i. NPS Capacity Building Courses	29
ii. Training of Trainers Course for IAU Senior Officers	29
iii. Induction Training for Newly Recruited Investigators	30
iv. Basic Investigations Skills Course for Newly Recruited Investigators	30
v. NPS E-Learning Program	30
vi. Virtual Psycho-social Support Trainings	30
vii. Digital OB Training	30
viii. Intelligence Section Benchmarking with the KRA	30
f) Media Campaigns and Publicity	30
<b>CHAPTER 5. Challenges and Mitigating Strategies</b>	<b>32</b>
<b>CHAPTER 6. Partnership and Collaboration</b>	<b>34</b>
<b>CHAPTER 7. Way Forward and Conclusion</b>	<b>36</b>
<b>CHAPTER 8. Appendix</b>	<b>37</b>
<b>Kenya Police Service Annual Performance and Statistical Report 2020</b>	<b>40</b>
Table of Complaints Summary per Region	40
Tabulated Statistical Data Summarizing KPS Performance Covering Regions and Formations	40

# Abbreviations and Acronyms

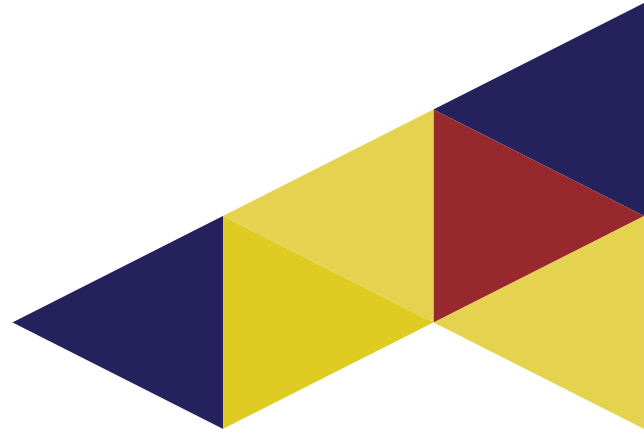
APP	Application
APS	Administration Police Service
ARIS	Anonymous Reporting Information System
ASP	Assistant Superintendent of Police
ASTU	Anti-Stock Theft Unit
CAJ	Commission on Administrative Justice
CI	Chief Inspector
CS	Cabinet Secretary
DCI	Directorate of Criminal Investigations
DFID	Department for International Development
EACC	Ethics and Anti-Corruption Commission
GSU	General Service Unit
HON.	Honorable
HR	Human Resource
IAU	Internal Affairs Unit
IG	Inspector General of Police
IJM	International Justice Mission
IMLU	Independent Medico- Legal Unit
IP	Inspector
IPOA	Independent Policing Oversight Authority
JKUAT	Jomo Kenyatta University of Agriculture and Technology
KHRC	Kenya Human Rights Commission
KNCHR	Kenya National Commission on Human Rights
KNLS	Kenya National Library Services
KPS	Kenya Police Service
KPSSC	Kenya Police Senior Staff College
KRA	Kenya Revenue Authority
KU	Kenyatta University
MP	Member of Parliament
NGAO	National Government Administration Officers
NGO	Non-Governmental Organization
NIS	National Intelligence Service
NPS	National Police Service
NPSC	National Police Service Commission
OCS	Officer Commanding Station
ODPP	Office of Director of Public Prosecutions
OHCHR	Office of the United Nations High Commissioner for Human Rights
PUI	Pending Under Investigations
SCCIO	Sub-County Criminal Investigations Officer
SCPC	Sub-County Police Commander
SP	Superintendent of Police
SSP	Senior Superintendent of Police
TI	Transparency International
US	United States
UK	United Kingdom
UNHCR	United Nations High Commissioner for Refugees
UNODC	United Nations Office on Drugs and Crime
USSD	Unstructured Supplementary Service Data

# List of Tables & Figures

<b>Table 1 &amp; Figure 1:</b>	Complaints Received Through ARIS Channels	13
<b>Table 2 &amp; Figure 2:</b>	Comparison of Complaints Recorded between 2013 and 2020	14
<b>Table 3 &amp; Figure 3:</b>	Complaints Recorded by Service	15
<b>Table 4 &amp; Figure 4:</b>	Complaints Recorded per Region	16
<b>Table 5:</b>	Complaints Cases Recorded per County	17
<b>Table 6 &amp; Figure 5:</b>	Complaints Received from Agencies	18
<b>Table 7 &amp; Figure 6:</b>	Complaints Received from Members of the Public and Police Officers	19
<b>Table 8 &amp; Figure 7:</b>	Profile of the Complainants	20
<b>Table 9:</b>	Profile of Police Officers by Gender	21
<b>Table 10:</b>	Profile of Members of the Public by Gender	21
<b>Table 11:</b>	Allegations Identified by Category of Misconduct	22
<b>Table 12 &amp; Figure 8:</b>	Total complaints Received by the Unit	23
<b>Table 13 &amp; Figure 9:</b>	Complaints status by Complaints Management	24
<b>Table 14 &amp; Figure 10:</b>	Referred to services pending Action	25
<b>Table 15 &amp; Figure 11:</b>	Complaints status by Investigation section	26
<b>Table 16 &amp; Figure 12:</b>	Status of Complaints Investigated	27
<b>Table 17:</b>	Complaints relating to COVID-19 Period	28
<b>Table 18:</b>	Challenges and Mitigating Strategies	32
<b>Table 19:</b>	Partnership and collaboration	34
<b>Table 20:</b>	Cases of Interest	37



# Foreword



The role of the Internal Affairs Unit in enhancing Police Professionalism has been very critical in the year 2020. As Kenya and the world grappled with the COVID-19 pandemic, the National Police Service received a number of complaints on allegations of Police brutality. The Unit undertook commendable work in investigating lodged complaints thereby increasing public confidence in the Service.

The National Police Service remains committed to building the capacity of IAU in order for them to undertake their important work uninterrupted. This report provides a comprehensive insight into IAU's achievements in 2020. It is an opportunity for our clients and partners to understand the Unit's plans for better service delivery.

The work of the IAU is unique and requires a multi-agency approach. I, therefore, thank all our partners who were key in ensuring that the Unit delivered on its mandate by providing logistical, infrastructural and capacity building. We look forward to strengthening this collaboration. I particularly appreciate IAU staff and the rest of the Service for the efforts to undertake their work professionally sometimes under very challenging circumstances. I am happy to note that the Service has also received compliments for its Officers who undertook their work professionally.

It is my hope that the reader will find this report insightful and a basis for further discourse.

A handwritten signature in black ink, appearing to read 'Hilary N. Mutyambai'.

**Hilary N. Mutyambai, MGH, nsc (AU)**

Inspector-General  
National Police Service

# Director's Message



I am delighted to present Internal Affairs Unit Annual Report for the year 2020 as required by provisions of Chapter 62, Para. 2 of the Service Standing Orders.

The year under review was marked by fear, pessimism and confusion created by the emergence of COVID-19 pandemic in the entire world. Despite all these challenges, the Unit remained focused on delivering its mandate as provided by Section 87 of the National Police Service Act 2011 and Chapter 5 of the Service Standing Orders.

During the year, 51 new staff members were deployed to the Unit from KPS and DCI thereby enhancing our human-capital to a total of 131 personnel countrywide. All the recruited Officers underwent induction training at the Kenya School of Government between the months of February and March 2020 before assuming new roles in their specific areas of professionalism.

The Unit embarked on a process to devolve its services to the Regions by establishing four offices in Kisumu, Nakuru, Mombasa and Nyeri as required by the NPS Act 2011. The offices have been in operation since 15<sup>th</sup> March, 2020 and our eyes are focused on establishing IAU in the remaining regions namely, North Eastern, Eastern, Nairobi and Western, then eventually to all the 47 Counties. To improve service delivery and meet the evidentiary threshold, we created specialized sections and sub-sections including Psychological Counselling;

Corporate Communication; Statistics; Data Analysis; Records Management and Security.

The year in review was also marked with the following capacity building programs: Senior Supervisory, Advanced Crime, Elementary Crime Investigations, NCO's Skills at Arms Courses at NPC Kiganjo, Training of Trainers for senior Officers conducted at Kenya School of Government; and Basic investigation skills conducted at the Smith Hotel. Most training programs were put on halt due to effects of COVID-19 but our Officers are participating in the ongoing NPS E-Learning programs that are geared towards enhancing their skills.

During the year under review, one of the notable achievement was the expeditious resolution of complaints. Our vibrant legal, investigations and complaints management teams worked effectively and efficiently to resolve complaints in a timely manner.

It is for this reason that I wish to appreciate: the Inspector General of Police Mr. Hilary Nzioki Mutyambai, MGH, nsc (AU) for his continued support; NPSC, the Deputy Inspector Generals and Director of DCI for their cooperation on administrative and operational matters.

Our esteemed partners including International Justice Mission (IJM), Tetra Tech International Development (RE-INVENT Program Kenya), The US Embassy, Independent Medico-Legal Unit (IMLU), Transparency International- Kenya, Independent Policing Oversight Authority (IPOA), Office of the Director of Public Prosecution (ODPP), Commission on Administrative Justice (CAJ), Kenya National Commission on Human Rights (KNCHR), Ethics, Anti-Corruption Commission (EACC), and Kenya Revenue Authority (KRA) among others were very instrumental during the year under review and their assistance to this Unit in its quest of achieving desired objectives are truly immeasurable.

**(Mohamed I. Amin), MBS, OGW, 'ndc' (K)**

Director Internal Affairs Unit  
National Police Service

# IAU Senior Management Staff and Section Heads

<b>Name</b>	<b>Designation</b>
1. Mr. Mohamed I. Amin, MBS, OGW, 'ndc' (K)	Director
2. Ms. Esther Ng'ang'a, OGW, SSP	Ag. Deputy Director
3. Mr. Philip Chirchir, OGW, SSP	Head of Operations
4. Ms. Mildred Odima, CP	Head of Human Capital
5. Mr. Juma Mashua, CP	Team Leader
6. Mr. Wilhelm Kimutai, SP	Head of Investigations
7. Ms. Joyce Kanda, SSP	Head of Logistics
8. Mr. Koome Mutea, SP	Head of Intelligence
9. Mr. Kyalo Muviti, SSP	Regional IAU (Coast)
10. Ms. Judith Otsembo, ASP	Head of Complaints Mgt
11. Mr. Andrew Wanjama, ASP	Regional IAU (Rift Valley)
12. Ms. Betty Jeruiyot, ASP	Regional IAU (Central)
13. Mr. Joshua Ayub Sakuti, ASP	Regional IAU (Nyanza)
14. Ms. Catherine Kagwiria, ASP	Team Leader
15. C.I George Okal	Ag. Head of Legal Services
16. IP Kennedy Tuti	Head of Corporate Communications

# Executive Summary

The Internal Affairs Unit was established in 2013 as a Unit within the National Police Service pursuant to provisions of section 87 of the National Police Service Act No. 11A of 2011. Its main function is to receive and investigate complaints against police by members of the public and Officers of the National Police Service. Once through with investigations, the Unit submits its findings and recommendations to the Inspector-General, National Police Service Commission for administrative action and Director of Public Prosecution where an Officer is found criminally culpable.

A total of 1043 complaints were recorded in 2020. This indicated a drop of 96 complaints compared to 1139 that were recorded in 2019. The downward result can be attributed to the effects of COVID-19 during the year. This period was marked by partial lock-downs and curfew orders by the Government in an effort to prevent the spread of Coronavirus. There was limited movement of people and that affected most activities across the country.

A detailed report of the Unit's performance is chronologically provided in this report with Chapter 1 introducing the reader to IAU's background information, functions, powers and command structure. Functional sections of the Unit and their key responsibilities are introduced as stipulated in the Service Standing Orders.

Chapter 2 explains the Unit's complaint management system, investigation process and a detailed list of reporting channels before ushering in Chapter 3 which takes the reader through a statistical expression of the Unit's performance during the year under review. Exposures of recorded complaints in relation to Services, Regions and Counties are provided.

Details of Performance and achievements of IAU during the year under review are provided in Chapter 4 while Chapter 5 tabulates challenges faced by the Unit and provides mitigation strategies that need to be adapted in order to address them.

Chapter 6 appreciates partners who assisted the Unit in achieving its mandate in 2020 while Chapter 7 is about the Unit's Way Forward as Chapter 8 in the Appendix provides tabulated statistical data on the performance of Kenya Police Service as received from different regions and formations before giving a brief on cases of interest during the year under review.

# Chapter 1. Introduction

## Background

Internal Affairs Unit is a Unit within the National Police Service established under provisions of section 87 of the National Police Service Act No. 11A of 2011. Chapter 5 of the Service Standing Orders also provides among other items that the Unit shall be located in a separate office from other offices of the National Police Service and that it shall not be subject to control, direction or command of the Kenya Police Service, Administration Police Service or Directorate of Criminal Investigations. In this regard, the Unit headquarters is at KCB Towers, Kenya Road, Upper Hill, Nairobi and regional offices located at Nakuru (Rift Valley); Mombasa (Coast); Kisumu (Nyanza) and Nyeri (Central). Plans are underway to establish offices in the remaining regions within the Republic.

## Functions of the Unit

Chapter 5. S.S.O (Amendment, 2020) provides for the following IAU functions:

1. Receive and investigate complaints against the Police;
2. Promote uniform standards of discipline and good order in the Services;
3. Keep a record of the facts of any complaint or investigation made to it;
4. On exceptional circumstances, undertake disciplinary proceedings against any Police Officer on the direction of the Inspector-General;
5. Investigate torture and cruel, inhuman or degrading treatment or punishment suspected to have been perpetrated by a Police Officer;
6. Investigate and recommend appropriate action in respect of any Police Officer found engaging in any unlawful conduct;
7. Regularly report to Independent Policing Oversight Authority, Coroners, Firearms Chief Licensing Board and the National Police Service Commission; and
8. Submit recommendations to the Inspector General, the National Police Service Commission and the Director of Public Prosecutions where an Officer is found criminally culpable.

## Powers of the Unit

In execution of its mandate, the Unit has powers to recommend to the Inspector-General: interdiction of an Officer; suspension of an Officer; administration of a severe reprimand or a reprimand to control or influence the pay, allowances or conditions of service of an Officer; or any other lawful action (Chapter 5. S.S.O amendments, 2020).

## Command structure

The Unit is headed by a Director who is responsible to the Inspector-General for its effective and efficient administration, operations, training, and internal oversight. The Director exercises command of the Unit and oversees the conduct of all assigned investigations.

The Unit has a Deputy Director who is responsible to the Director for Effective and efficient administration and operation of the Unit; Dissemination and implementations of the Unit decisions; assume the duties of the Director Internal Affairs Unit in his absence; perform any other duty that may be assigned from time to time by the Director of Internal Affairs Unit.

All members of staff of the Unit are accountable to the Director.

To ease execution of the Unit's functions, Chapter 8 (ranks, duties and responsibilities) of The National Police Service Standing Orders (Amendment), 2020 approved creation of the following sections: Operations; Human Capital Management; Legal Services; Regional IAU office; Investigations; Complaints Management; Logistics; Intelligence and surveillance; County IAU office; and Corporate Communications.

All the sections based at the headquarters are operational with clear directives on their responsibilities. During the year under review, the Unit devolved to four regions; Coast, Nyanza, Rift Valley and Central. The focus is on opening the remaining regional offices before embarking on the County offices.

# Chapter 2. Complaints Management and Investigations

## Introduction

This section comprises of several sub-sections which are entrusted with the mandate of: Receiving and processing complaints; Updating the complaints management database; Liaising with the complainants and updating them on complaints status accordingly; Organizing and maintaining reports on complaints; Making enquiries and follow-ups of complaints made to relevant state agencies; Conducting preliminary investigations and statement taking; Participating in complaints management review meetings; and performing any other duties assigned to them by the Director Internal Affairs Unit. During the year under review, the Unit received and processed a total of 1043 complaints. The complaints received were less compared to the year 2019 which recorded 1139 complaints.

## Complaints Management Process

This is a six stages process through which a complaint goes through at IAU:

1. **Receiving and Recording of complaints:** any person aggrieved by conduct of a Police Officer may lodge a complaint with the Unit in person, through writing letter, email, phone call, or through an online platform. The complainant may choose to have their personal details confidential or have the complaint anonymous.
2. **Complaint assessment:** the complaint is assessed to determine whether it falls within the mandate of the Unit.
3. **Preliminary/ inquiry report prepared:** this report is prepared before investigation. Facts and further evidence including witness statements are gathered before a decision to proceed with formal investigation is made. Less serious allegations may be referred to the Services.
4. **Inquiry file opened and compiled:** documents, evidence, statements and investigation findings supported by facts and analysis.
5. **Recommendation submitted:** Recommendation(s) for disciplinary action or any lawful action is submitted to the Inspector-General, National Police Service Commission and/or Office of Director of Public Prosecution. We ensure follow-up occurs to implement recommendations by the Services/DCI.
6. **Feedback:** the complainant is informed of the outcome of the investigations and action taken by the National Police Service. Policy issues are identified during analysis for improvement in the uniform standards of discipline and good order in the Service.

## IAU Contacts and reporting channels

The Unit receives complaints through the following channels:

- i) Visiting IAU Offices at Nairobi, Kisumu, Mombasa, Nakuru, Nyeri.
- ii) Letters addressed to:
  - a) IAU Headquarters, KCB Towers, Kenya Road, Upper Hill, P.O. Box, 1880 – 00200 Nairobi,
  - b) IAU Kisumu office, New Nyanza Regional Hqrs, 7<sup>th</sup> Floor, Wing C, Awuor Otieno Road, P.O. Box, 1387 – 40100 Kisumu.
  - c) IAU Mombasa office, Regional Police Commander’s office, Mama Ngina Drive, P.O. Box, 80602 – 80100 Mombasa.
  - d) IAU Nakuru office, Regional Commissioner’s office, 1<sup>st</sup> Floor, Right Wing, Club Road, P.O. Box, 257 – 20100 Nakuru.
  - e) IAU Nyeri office, Regional Police Commander’s office, Baden Powel Road, P.O. Box, 102 – 10100 Nyeri.

- iii) Email addresses:
  - a) [iau@nationalpolice.go.ke](mailto:iau@nationalpolice.go.ke) or [internalaffairsunitkenya@gmail.com](mailto:internalaffairsunitkenya@gmail.com)
  - b) [iaukisumu@nationalpolice.go.ke](mailto:iaukisumu@nationalpolice.go.ke) or [kisumuiiau@gmail.com](mailto:kisumuiiau@gmail.com)
  - c) [iaumombasa@nationalpolice.go.ke](mailto:iaumombasa@nationalpolice.go.ke) or [mombasaiau@gmail.com](mailto:mombasaiau@gmail.com)
  - d) [iaunakuru@nationalpolice.go.ke](mailto:iaunakuru@nationalpolice.go.ke) or [nakuruiau@gmail.com](mailto:nakuruiau@gmail.com)
  - e) [iaunyeri@nationalpolice.go.ke](mailto:iaunyeri@nationalpolice.go.ke) or [nyeriiiau@gmail.com](mailto:nyeriiiau@gmail.com)
- iv) Twitter: @IAU\_Kenya
- v) Anonymous Reporting System Channels
  - SMS: 40683
  - USSD: \*683#
  - Mobile App: ARIS-NPS
  - WhatsApp: 0758 729 917
  - Toll free number: 0800 721 230
  - Webform: [www.iau.go.ke](http://www.iau.go.ke)
- vi) Mobile: 0798 474 619

## Anonymous Reporting Information System (ARIS)

Anonymous reporting information system is a system for use by any complainant when lodging their complaint with IAU. Through ARIS, an aggrieved person who feels insecure can lodge their complaint with IAU and remain assured of their confidentiality and anonymity. Factual anonymous complaints are received, recorded and investigated impartially and in a professional manner. Whistleblowers sharing non-frivolous and non-vexatious complaints have nothing to fear when interacting with IAU through this system. During the year under review, the Unit received the support of assorted ICT equipment from the US

Embassy enhancing its performance more than before. The ARIS system comprises a number of channels such as the SMS, USSD, Mobile App and Toll-free line. Details can be viewed from the section above on IAU contacts and reporting channels.

## Investigations

Investigation of complaints against Police is the core mandate of the Unit. Once a complaint has been received, assessed and found to meet the threshold for investigation, it is assigned to a team of investigators. A completed Inquiry file with findings and recommendations is forwarded to the Unit's Legal Section and then to Director IAU for direction before being submitted to the Inspector-General.

During the year under review, of the 1043 complaints received, 266 were forwarded for investigation. 84 were successfully investigated and 182 are pending Investigation.



# Chapter 3. Complaints Statistics

## Complaints Received

During the year 2020 the Unit recorded a total of 1043 complaints as compared to 1139 complaints recorded in the year 2019 which indicates a decrease of 96 complaints.

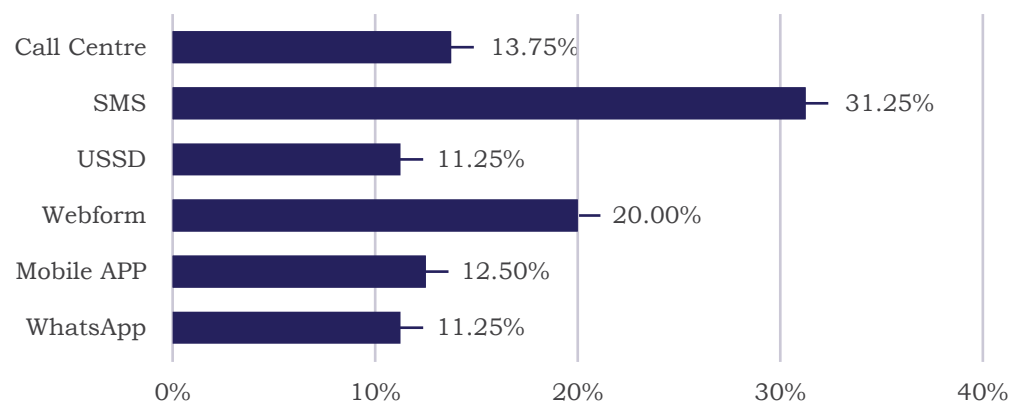
During the period under review, 80 complaints were recorded through ARIS channels as follows: 11-call centre, 25-SMS, 9- USSD, 16- Webform, 10-Mobile APP, and 9- WhatsApp. (Table 1)

**Table 1: Complaints Received Through ARIS Channels**

Channel	Number of Complaints	Percentage
Call Centre	11	13.75%
SMS	25	31.25%
USSD	9	11.25%
Webform	16	20.00%
Mobile APP	10	12.50%
WhatsApp	9	11.25%
<b>Total</b>	<b>80</b>	<b>100%</b>

SOURCES: NPS/IAU

**Figure 1: Complaints Received Through ARIS Channels**



SOURCES: NPS/IAU

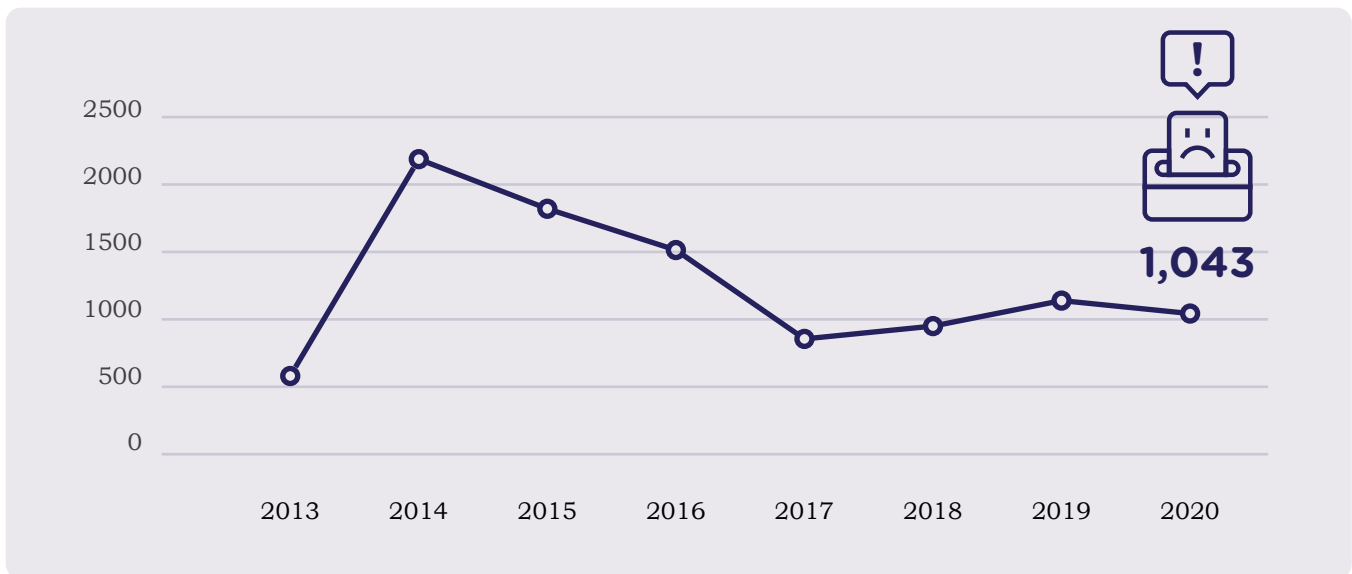
Comparison of Complaints received by the Unit since its inception is as tabulated in table 2 below.

**Table 2: Comparison of Complaints Recorded between 2013 and 2020**

Year	2013	2014	2015	2016	2017	2018	2019	2020
Complaints	580	2188	1820	1514	855	950	1139	1,043

SOURCES: NPS/IAU

**Figure 2: Comparison of Complaints Recorded between 2013 and 2020**



SOURCES: NPS/IAU

## Complaints Recorded per Service

The Unit received 821 complaints against Officers from the Kenya Police Service (KPS), 144 against Directorate of Criminal Investigations (DCI) and 53 were against Administration Police Service (APS). IAU, NPS/NPSC, NGAO and others recorded 2,8,8 and 7 cases respectively.

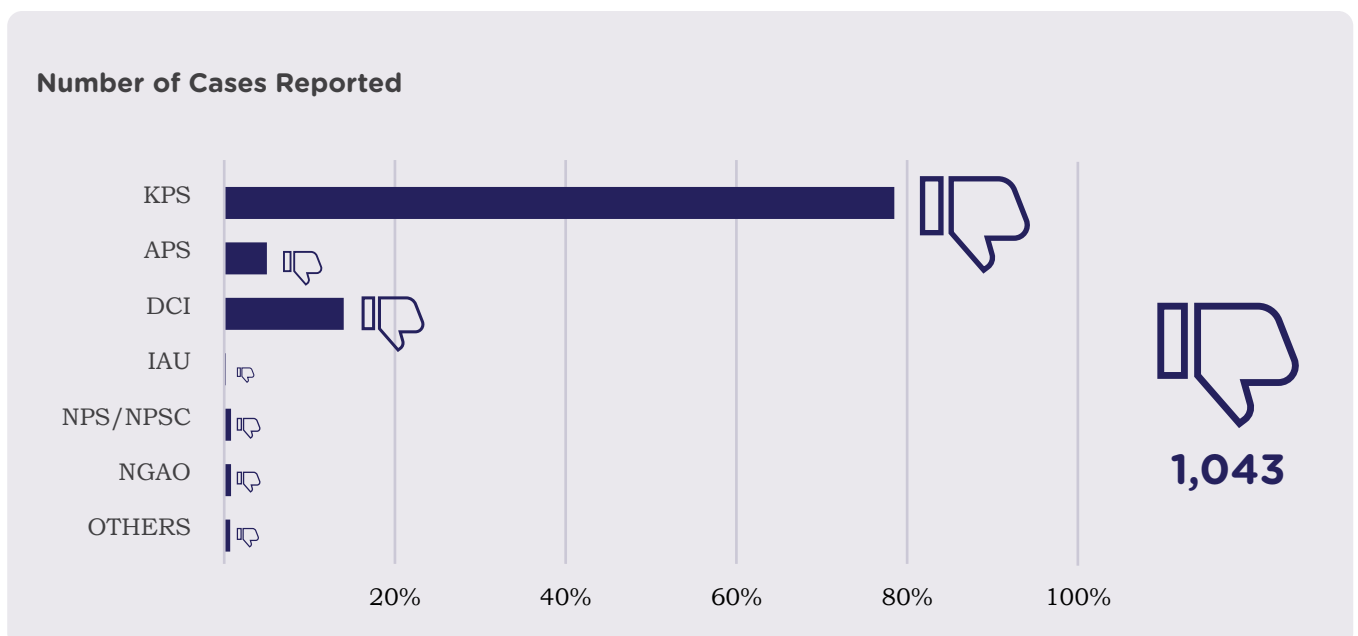
**Table 3: Complaints Recorded by Service**

Service	KPS	APS	DCI	IAU	NPS/NPSC	NGAO	OTHERS	TOTAL
No. of Cases Reported	821	53	144	2	8	8	7	1043
Percentage	78.5%	5.0%	14%	0.2%	0.8%	0.8%	0.7%	100%

SOURCES: NPS/IAU

NB: 'OTHERS' include complaints against: EACC, LSK, ODPP, Insurance Regulatory Authority (IRA) among others.

**Figure 3: Complaints Recorded by Service**



SOURCES: NPS/IAU

## Complaints Received per Region

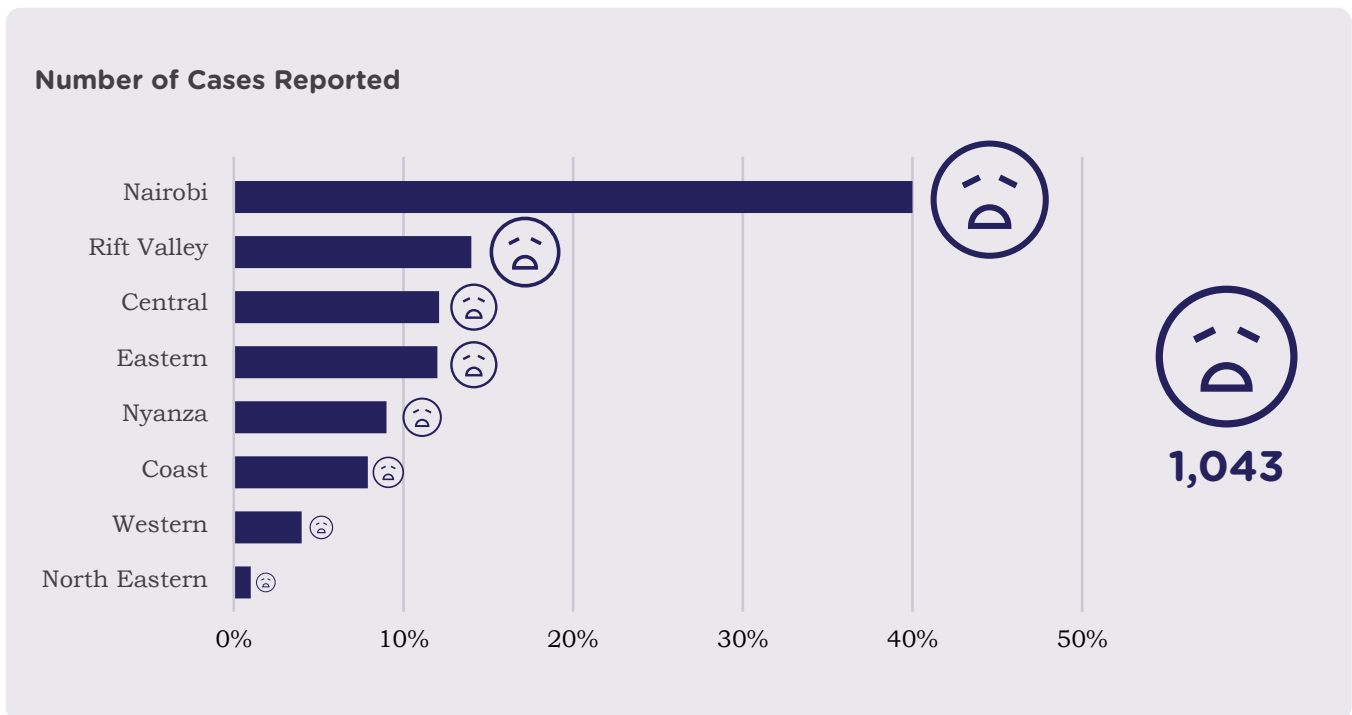
Nairobi region reported the highest number of complaints at 423, Rift Valley region reported 147, Eastern region reported 120 and Central region reported 121. Other regions are as per table 4 below.

**Table 4: Complaints Recorded per Region**

Region	Nairobi	R. Valley	Central	Eastern	Nyanza	Coast	Western	N. Eastern	TOTAL
No. of Cases Reported	423	147	121	120	96	79	44	13	1043
Percentage	40%	14%	12.1%	12%	9%	7.9%	4%	1%	100%

SOURCES: NPS/IAU

**Figure 4: Complaints Recorded per Region**



SOURCES: NPS/IAU

## Complaints Received per County

During the year under review, urban counties including Nairobi, Kiambu, Machakos and Mombasa reported more cases than rural counties (Tharaka Nithi, Tana River, Lamu, Elgeyo Marakwet, and West Pokot) as shown in table 4 below. This could have been attributed to the level of knowledge about IAU and its mandate in the different zones. The result calls for extensive sensitization across the country with more focus on rural areas.

**Table 5: Complaints Cases Recorded per County**

S/NO.	County	Number of Complaints	S/NO.	County	Number of Complaints
1.	Nairobi	423	25.	Kitui	10
2.	Kiambu	70	26.	Bomet	10
3.	Mombasa	43	27.	Uasin Gishu	10
4.	Machakos	42	28.	Marsabit	9
5.	Nakuru	35	29.	Siaya	9
6.	Kajiado	32	30.	Taita Taveta	8
7.	Kisumu	25	31.	Mandera	7
8.	Meru	21	32.	Nandi	7
9.	Kisii	20	33.	Kericho	7
10.	Kilifi	19	34.	Vihiga	7
11.	Homabay	16	35.	Transzoia	6
12.	Embu	16	36.	Isiolo	5
13.	Nyeri	15	37.	Kwale	5
14.	Migori	15	38.	Narok	4
15.	Makueni	15	39.	Samburu	4
16.	Bungoma	15	40.	Garissa	4
17.	Turkana	14	41.	Baringo	3
18.	Murang'a	14	42.	Wajir	2
19.	Nyamira	12	43.	Tharaka Nthi	2
20.	Laikipia	12	44.	Elgeyo Marakwet	2
21.	Busia	11	45.	Lamu	2
22.	Nyandarua	11	46.	West Pokot	1
23.	Kakamega	11	47.	Tana River	1
24.	Kirinyaga	11			
				<b>TOTAL</b>	<b>1043</b>

SOURCES: NPS/IAU

## Complaints Received from Agencies

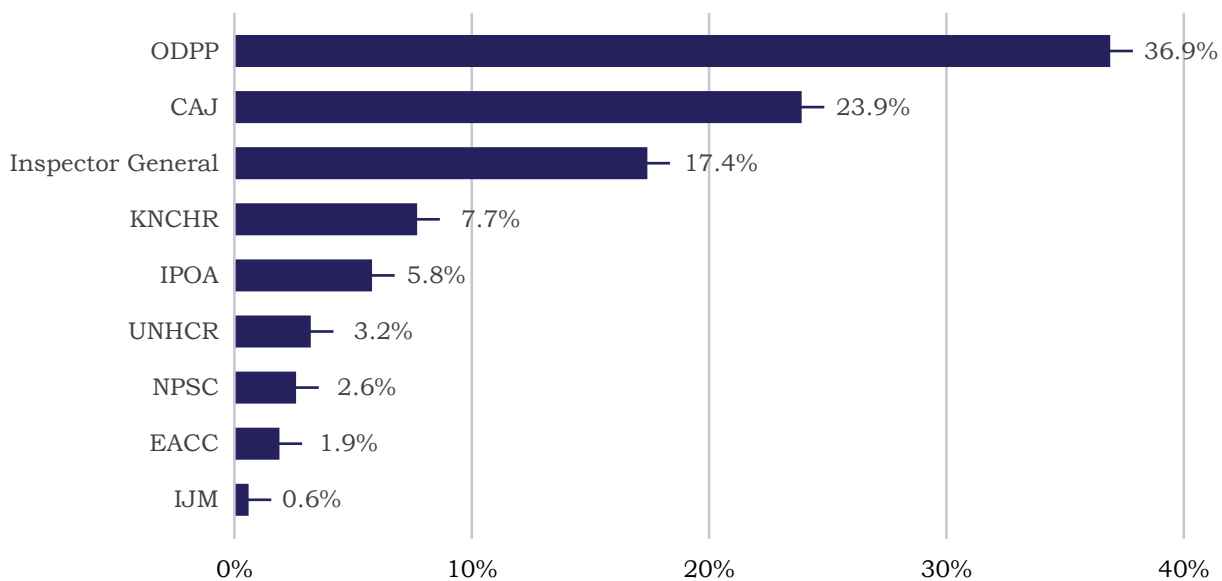
Out of the 1043 complaints recorded, 155 were received from Agencies other than individual members of the public as shown in the table 6 below.

**Table 6: Complaints Received from Agencies**

Origin	Number of Complaints	Percentage
ODPP	57	36.9%
CAJ	37	23.9%
Inspector General	27	17.4%
KNCHR	12	7.7%
IPOA	9	5.8%
UNHCR	5	3.2%
NPSC	4	2.6%
EACC	3	1.9%
IJM	1	0.6%
<b>Total</b>	<b>155</b>	<b>100%</b>

SOURCES: NPS/IAU

**Figure 5: Complaints Received from Agencies**



SOURCES: NPS/IAU

## Complaints Received from Members of the Public and Police Officers

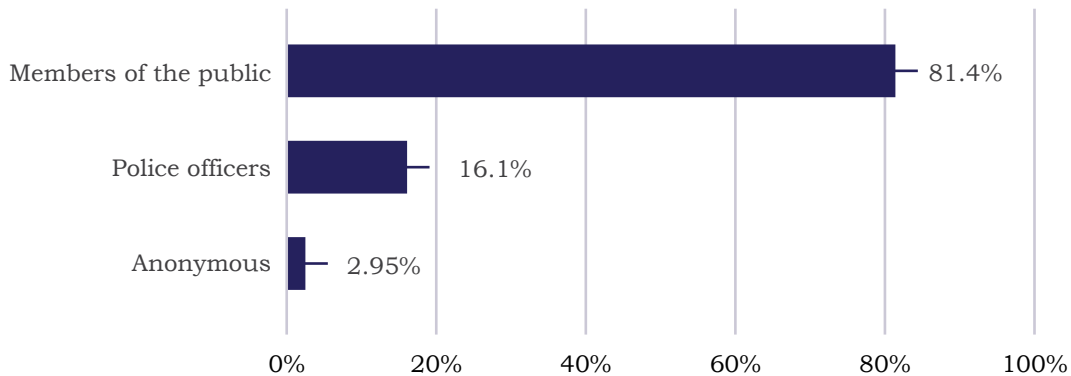
Out of the 1043 complaints received, 849 were from members of the public constituting 81.4%; members of the National Police Service reported 168 complaints, making 16.1% of the total number of complaints while 26 were from anonymous persons as shown in table 7 below.

**Table 7: Complaints Received from Members of the Public and Police Officers**

Category of Persons	Number of Complaints	Percentage
Members of the public	849	81.4%
Police officers	168	16.1%
Anonymous	26	2.5%
<b>Total</b>	<b>1043</b>	<b>100%</b>

SOURCES: NPS/IAU

**Figure 6: Complaints Received from Members of the Public and Police Officers**



SOURCES: NPS/IAU

## Profile of Complainants

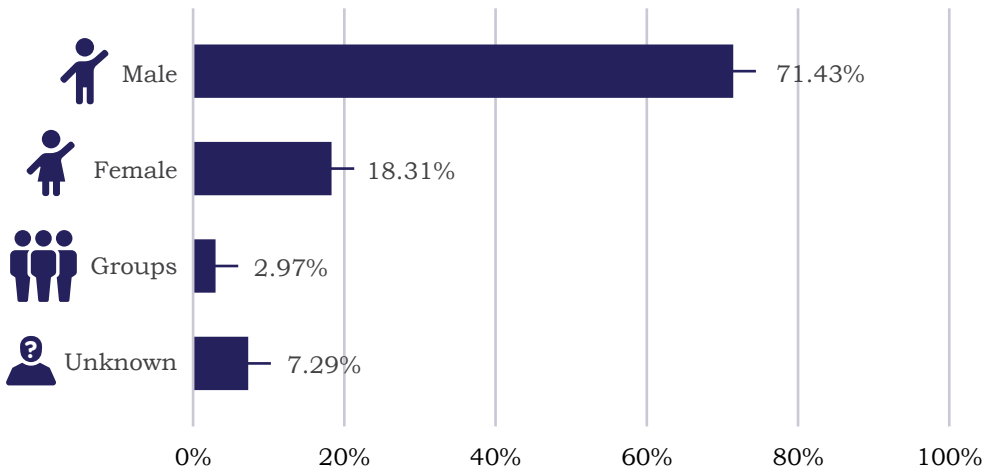
Out of the 1043 complaints recorded, 745 were male, 191 were female. The remaining 107 were from groups of people and anonymous persons as shown in table 8 below.

**Table 8: Profile of the Complainants**

Gender	Number of Complaints	Percentage
Male	745	71.43%
Female	191	18.31%
Groups	31	2.97%
Unknown	76	7.29%
<b>Total</b>	<b>1043</b>	<b>100%</b>





SOURCES: NPS/IAU

**Figure 7: Profile of the Complainants**







SOURCES: NPS/IAU

**Table 9: Profile of Police Officers by Gender**

Gender	Number of Complaints	Percentage
 Male	133	79.2%
 Female	15	8.9%
 Groups	9	5.4%
 Unknown	11	6.5%
<b>Total</b>	<b>168</b>	<b>100%</b>

SOURCES: NPS/IAU

**Table 10: Profile of Members of the Public by Gender**

Gender	Number of Complaints	Percentage
 Male	612	69.9%
 Female	176	20.1%
 Groups	22	2.5%
 Unknown	65	7.5%
<b>Total</b>	<b>875</b>	<b>100%</b>

SOURCES: NPS/IAU

## Categories of Complaints Received

A complaint may include one or more allegations or offences. Each allegation or offence is recorded against one of the under-listed 22 categories. 430 related to Police inaction and 132 related to Police Harassment were recorded. The two categories accounted for 54% of all the allegations or offences recorded against Police Officers across the Service. Other 20 categories accounted for 46% as shown in table 7 below.

**Table 11: Allegations Identified by Category of Misconduct**

S/NO.	Category of Misconduct	Number of Complaints
1.	Police Inaction	430
2.	Harassment & Intimidations	132
3.	Administrative Issues (Promotion, transfers and disciplinary processes)	105
4.	Bribery, Corruption & Extortion	85
5.	Abuse of Office	44
6.	Abuse of Power	33
7.	Excessive force/Serious Injury	30
8.	Private Matters (Marital, debts and loans)	28
9.	Threats to Life	27
10.	Physical Assault	22
11.	Obstruction of Justice	21
12.	Unlawful Detention	13
13.	Police Negligence in the performance of duty	12
14.	Theft/Robbery	12
15.	Sexual Offences	8
16.	Death as a result of Police Action	6
17.	Disobeying Lawful Command or Order	5
18.	Torture & Cruel, Inhuman or Degrading Treatment or Punishment	5
19.	Malicious Prosecutions	3
20.	Misuse of Firearm	1
21.	Vexatious and frivolous	1
22.	Others	20
	<b>TOTAL</b>	<b>1043</b>

SOURCES: NPS/IAU

NB: "OTHERS" include allegations such as Civil Matters, Malicious Damage and Cyber-bullying amongst others.

## Complaints by Status

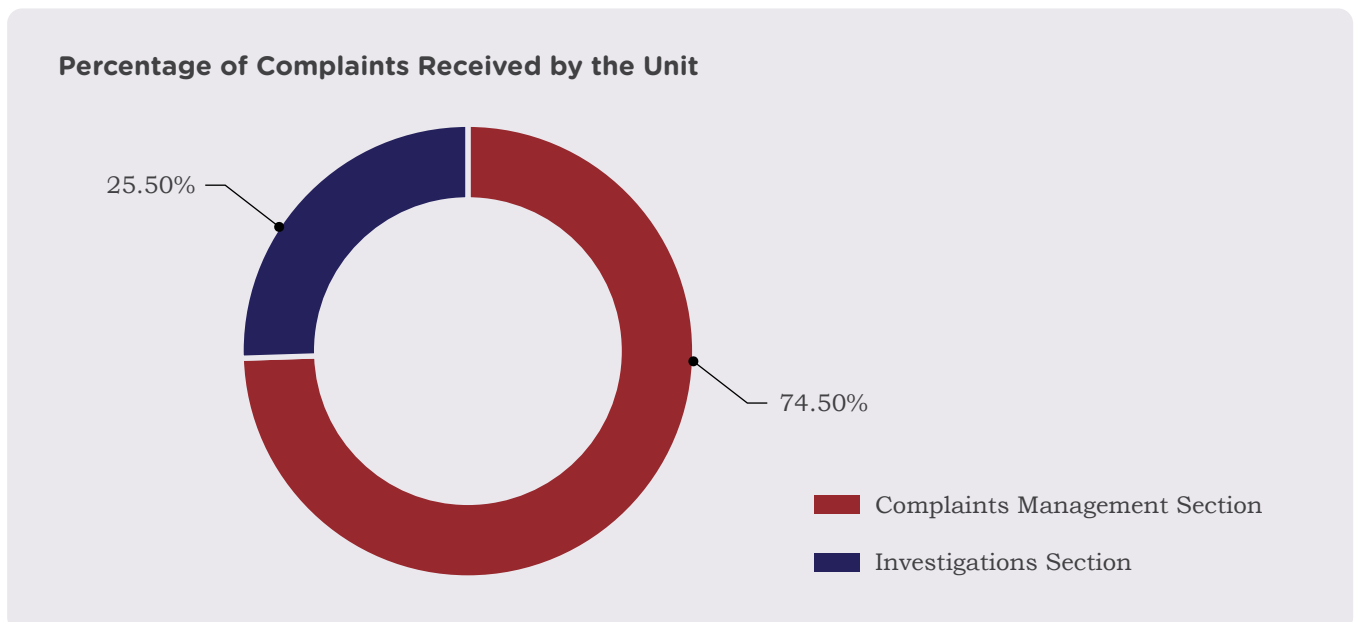
**Table 12: Total Complaints Received by the Unit**

Category of Persons	Number of Complaints	Percentage
Complaints Management	777	74.50%
Investigations	266	25.50%
<b>Total</b>	<b>1043</b>	<b>100%</b>

SOURCES: NPS/IAU

Out of the 1043 complaints received by the Unit, 777 were assigned to Complaints Management Section for action while 266 were assigned to Investigation Section for Investigations.

**Figure 8: Total Complaints Received by the Unit**



SOURCES: NPS/IAU

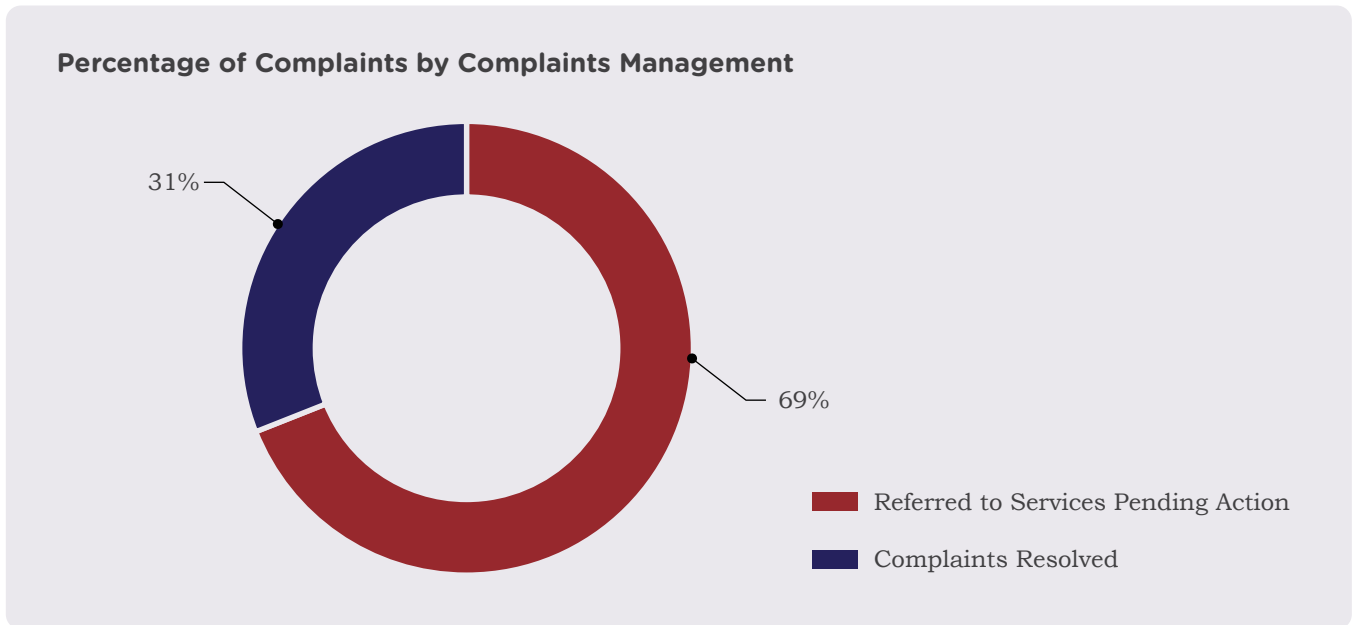
**Table 13: Complaints Status by Complaints Management**

Status	Number of Complaints	Percentage
Referred to Services pending action	533	68.60%
Complaints Resolved	244	31.40%
<b>Total</b>	<b>777</b>	<b>100%</b>

SOURCES: NPS/IAU

Out of the 777 complaints assigned to Complaints Management Section, 244 were resolved while 533 are still pending action by the concerned commanders

**Figure 9: Complaints Status by Complaints Management**



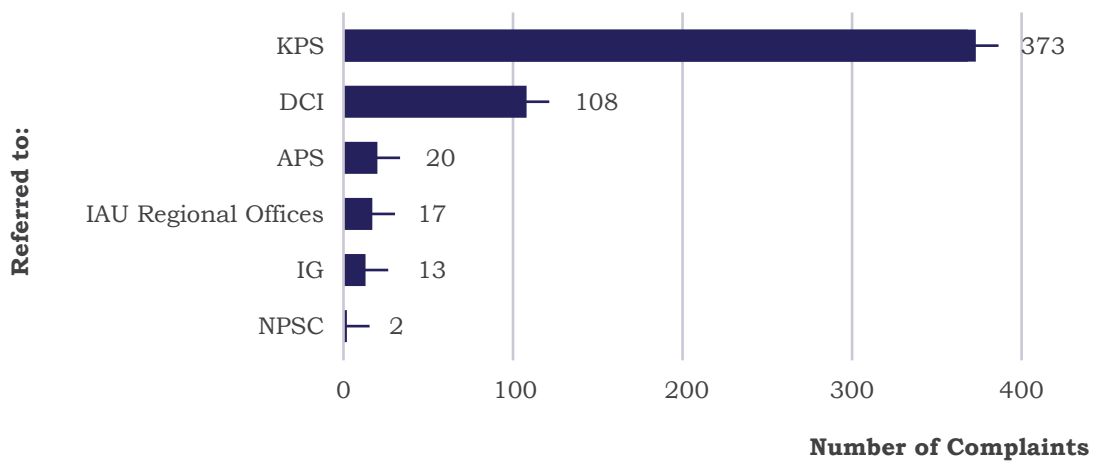
SOURCES: NPS/IAU

**Table 14: Referred to Services Pending Action**

Referred to:	Number of Complaints	Percentage
KPS	373	69.98%
DCI	108	20.26%
APS	20	3.75%
IAU Regional Offices	17	3.19%
IG	13	2.44%
NPSC	2	0.38%
<b>Total</b>	<b>533</b>	<b>100%</b>

SOURCES: NPS/IAU

Table 14 above shows the breakdown of complaints pending action by the Services.

**Figure 10: Referred to Services Pending Action****Number of Complaints Referred to Services Pending Action**

SOURCES: NPS/IAU

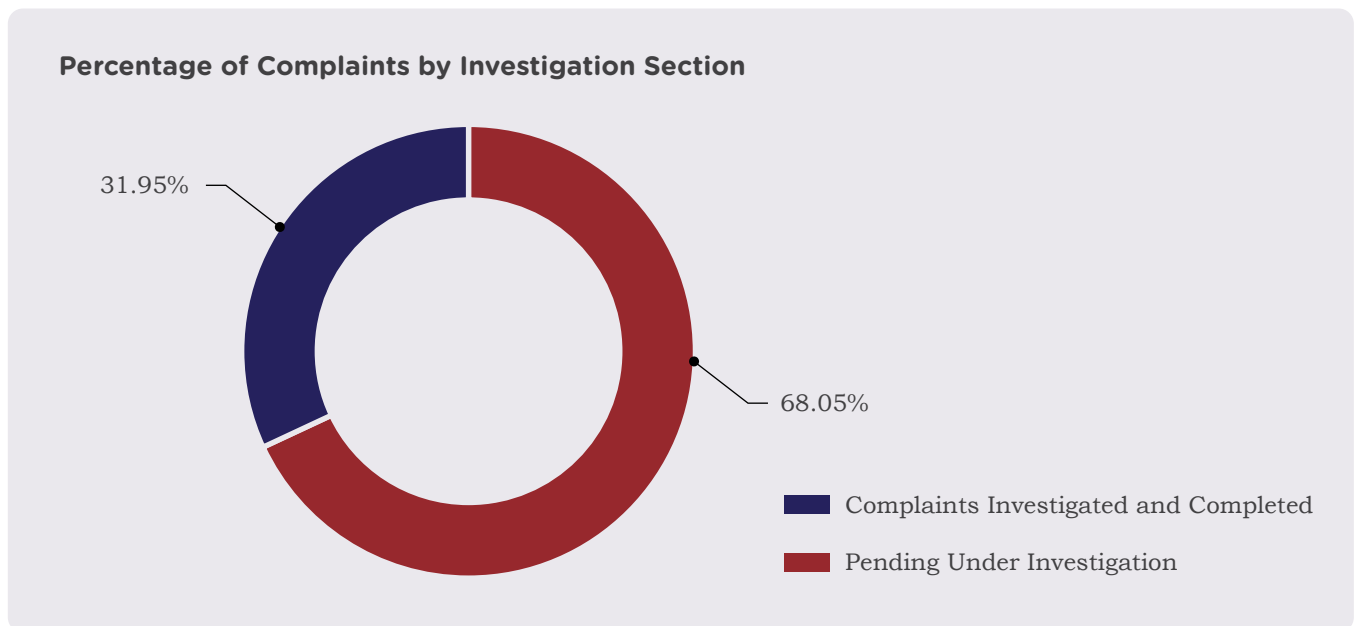
**Table 15: Complaints Status by Investigation Section**

Status	Number of Complaints	Percentage
Complaints investigated and completed	85	31.95%
Pending under investigation	181	68.05%
<b>Total</b>	<b>266</b>	<b>100%</b>

SOURCES: NPS/IAU

Out of the 266 complaints assigned to the Investigation Section, 85 were investigated and finalized while 181 are still pending investigation.

**Figure 11: Complaints Status by Investigation Section**



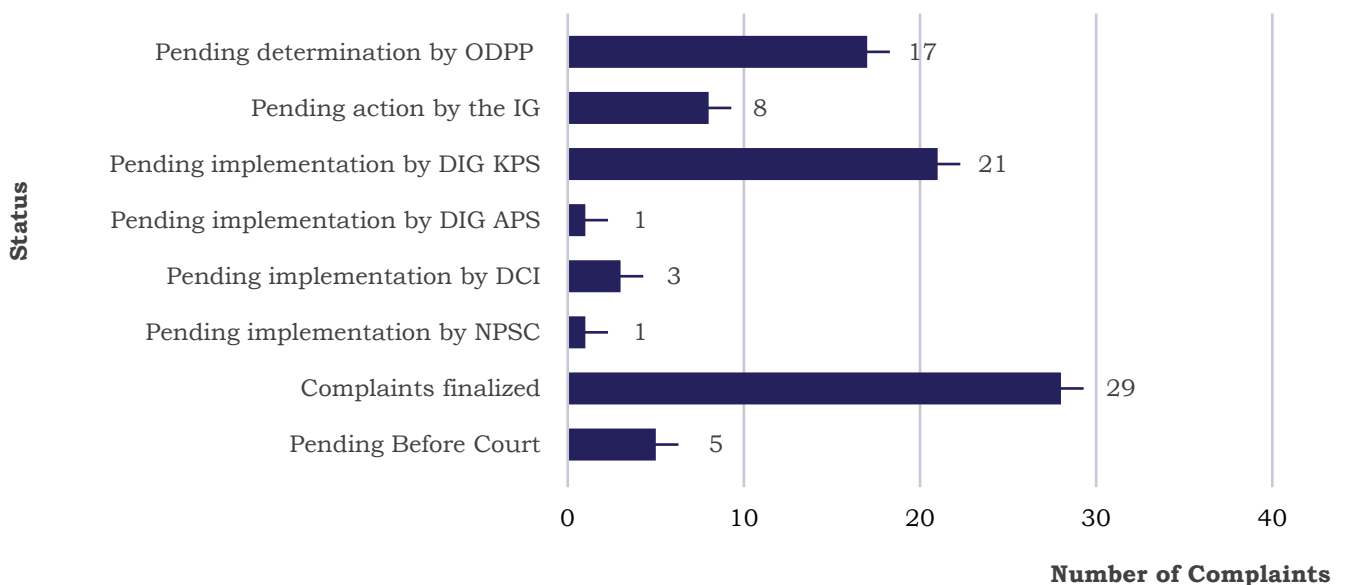
SOURCES: NPS/IAU

**Table 16: Status of Complaints Investigated**

Status	No. of Complaints Recorded	Percentage
Pending determination by ODPP	17	20%
Pending action by the IG	8	9.4%
Pending implementation by DIG KPS	21	24.7%
Pending implementation by DIG APS	1	1.2%
Pending implementation by DCI	3	3.5%
Pending implementation by NPSC	1	1.2%
Complaints finalized	29	34.1%
Pending Before Court	5	5.9%
<b>Total</b>	<b>85</b>	<b>100%</b>

SOURCES: NPS/IAU

Out of the 85 Complaints investigated and completed, 51 are pending action by DIG KPS, DIG APS, IG, DCI, NPSC and ODPP. 5 cases are pending before court. Of the 29 complaints finalized, 17 were closed No Further Action, 4 were withdrawn by the complainants and 8 cases have been forwarded to the respective commanders for disciplinary action.

**Figure 12: Status of Complaints Investigated**

SOURCES: NPS/IAU

**Table 17: Complaints Relating to COVID-19 Period**

Gender	Number of Complaints
Extra Judicial Executions	13
Enforced disappearances	0
Torture and ill treatment	23
Others	3
<b>Total</b>	<b>39</b>

SOURCES: NPS/IAU

Out of the 39 cases received relating to COVID-19 situation by the Unit, 5 were forwarded to the ODPP for determination, 5 are Pending before Court, 2 are Pending action by DCI, 1 Pending at IG's office, 6 referred to the Services for Investigation and 16 are pending under investigations while 4 are finalized.



# Chapter 4. Unit Performance and Achievements

## a) Deployment of Newly Recruited IAU Officers

After a successful recruitment exercise of additional staff in 2019, the Unit received and deployed 45 Officers. The Unit had initially projected to recruit 150 Officers but ended up with 65 Officers. 20 (12 from GSU and 8 from ASTU) of the recruited are yet to be released for deployment. In November 2020, the Unit was privileged to receive six more specialized Officers in a bid to establish a call data analysis sub-section. With the increased staff, the Unit deployed additional workforce in various sections to enhance efficiency and effectiveness.

## b) Devolution of IAU Services to Regions

During the year under review, in compliance with the National Police Service Act No 11A of 2011 section 87(8) and the Service Standing Orders (SSO) Chapter 5 para (3), the Director Internal Affairs Unit established four (4) Regional IAU Offices. This process saw IAU services devolved to Rift Valley, Nyanza, Central and Coast regions.

## c) Establishment of New Sections

The following sections were established during the year under review

- i. **Psychological Counselling Section:** responsible for the Psychological wellbeing of both IAU staff and clients.
- ii. **Corporate Communication:** responsible for the Unit's Internal and external communication.
- iii. **Statistics sub-section:** responsible for preparation and analysis of statistical reports on complaints against Police while analyzing trends of received complaints.
- iv. **Data Analysis Sub-section:** responsible for collection and analysis of call data records from mobile service network providers for investigative use at the Unit. It has been instrumental in providing Geo-locations of suspects when required by investigators.
- v. **The Resource Centre:** responsible for stocking relevant reading and reference materials for use by Unit staff. (Still under development)
- vi. **The Security Section:** responsible for general security of staff, clients and property of the Unit by way of monitoring and surveillance of IAU offices. The Officers' surveillance was enhanced by installation of CCTV Cameras along corridors of all the four floors occupied by the Unit.

## d) Policy and Legislative Review

The Unit participated towards the improvement of existing polices and legislative framework as follows:

- Review of NPS Act
- Review of the SSO
- Drafting of the Standard Operating Procedures (SOPs) in conjunction with ODPP and IPOA
- Drafting of the rapid reference guide on Prevention of Torture Act organized by OHCHR
- Review of P3 form

## e) Training and Capacity Building

The Unit conducted the following training programs during the year under review.

- i. **NPS capacity building courses**  
A number of Officers from the Unit attended the following capacity building Courses at NPS Campus Kiganjo as follows: senior supervisory course-1.; advanced crime course-1.; elementary crime investigation course-2 and NCO's skills at arms course-1.
- ii. **Training of Trainers Course for IAU senior Officers**  
This is a continuing program sponsored by the US Embassy and facilitated by the International Narcotics Law Enforcement Bureau (INL) and the California Highway Patrol - USA. It brought on board Officers from the Unit and IPOA. During the year under review, 15 IAU investigators took part

in a session that was held at Kenya School of Government from 24<sup>th</sup> February 2020 to 6<sup>th</sup> March 2020.

iii. **Induction training for newly recruited investigators**

The Unit held two sessions of 5 days residential induction training program for 45 newly recruited investigators between 17<sup>th</sup> – 21<sup>st</sup> February 2020 and 9<sup>th</sup> – 13<sup>th</sup> March 2020 at Kenya School of Government. The training was sponsored by the REINVENT - Kenya and the International Justice Mission – Kenya (IJM).



IAU investigators during a training session at the Kenya School Government - Nairobi

iv. **Basic investigations skills course for newly recruited investigators**

30 newly recruited investigators attended a three (3) days residential Basic Investigations Course held at the Smith Hotel in Rongai between 2<sup>nd</sup> and 4<sup>th</sup> September 2020, courtesy of the Independent Medico-Legal Unit (IMLU).



IAU investigators during a training session at the Smith Hotel - Rongai

v. **NPS E-Learning Program**

The Unit is participating in a continuous NPS E-Learning Program. 10 of the Unit’s staff enrolled, completed the program and were issued with certificates.

vi. **Virtual Psycho-social support trainings**

The Unit took part in two training programs: Psychological First Aid by Amani Counselling Centre-7 and Wellbeing and Resilience training by Green String Network-50.

vii. **Digital OB training**

Two investigators from the Unit took part in this training.

viii. **Intelligence section benchmarking with the KRA**

Four IAU investigators benchmarked with KRA on this noble course.

**f) Media Campaigns and Publicity**

The Unit held a number of media campaigns to create public awareness of its mandate. These included media engagement between the Director IAU and Nation Media Group; Dissemination of seasonal messages during public days; Development of an Infomercial that was unveiled on the 23<sup>rd</sup> September, 2020 during a virtual re-launch of ARIS and aired by KTN on 12<sup>th</sup> and 13<sup>th</sup> November, 2020 sponsored by Transparency International-Kenya; organizing for a media coverage during the handing over of ICT equipment by The US Embassy; Updating of the Unit website [www.iau.go.ke](http://www.iau.go.ke) and YouTube channel in order to get feedback from the public.



Mr. Mohamed I. Amin, MBS, OGW, 'ndc' (K) Director IAU addressing the media at KCB Towers- Source IAU Archives

# Ask your question

Send your questions to:  
[myquestion@nationmedia.com](mailto:myquestion@nationmedia.com) by Wednesday

## Aren't you duplicating Ipoa's work?

**This week, Mr Mohamed Amin, Director Internal Affairs Unit (IAU), National Police Service responds to your questions**

**1** One of the key functions of the office of an ombudsman in any organisation is to enhance service delivery by addressing concerns from stakeholders. Many Kenyans must be surprised that the National Police Service has such a unit yet police's image and service delivery continue to deteriorate. Sir, has your office added any value to the service since inception? *Komen Moris, Eldoret*

The unit draws its mandate from Section 87 of the National Police Service Act No.11 of 2011. The unit is an independent body within the National Police Service and its members are not subject to control, direction or command of the DIG-KPS, DIG-APS or the DCI. IAU is equally not housed in a police building but in a commercial one (KCB Towers, 16<sup>th</sup>-19<sup>th</sup> floor, Upper Hill Nairobi) and hence the public should not harbour any fear to visit our offices in order to raise their complaints or compliments.

The inception of the unit created an avenue for responding to complaints directly and conducting investigations impartially without any interference or favour. We have an anonymous reporting information system which is encrypted in a manner that our officers manning it cannot access details of anonymous callers.

The police image of a country or a State is in most cases a reflection of the social behaviour of that particular nation. Nations with high social discipline will always reflect in the image of their police

officers. It is, therefore, important that as a nation, we introspect our social image. Our bad social image is reflected in how we drive on our roads, manage garbage and as simple as spitting and sneezing carelessly in public. We intend to conduct more sensitisation in all parts of the country to create awareness on the existence and functions of the unit. This will be done in collaboration with the existing county security committees, community policing committees and Nyumba Kumi programmes.

**2** There are claims that senior officers don't listen to concerns and challenges juniors go through daily leading to them redirecting these frustrations and anger on innocent Kenyans while others opt to turn guns on themselves or loved ones. Sir, how true are these allegations and how effective are the mechanisms put in place to address such concerns? *Komen Moris, Eldoret*

This assertion is not true. The unit not only investigates complaints against the police by the public but equally addresses internal complaints raised by officers. This means that we address cases that would lead to demoralisation and frustration of officers. The Service Standing Orders also clearly stipulate how complaints by Junior police officers against their seniors are addressed. Due to the need for positive mental health of police officers, the NPS rolled out counselling services to all officers to address trauma-based issues. We also have a counselling section in our unit, which counsels both complainants and perpetrators.

**3** Pursuant to the provisions of Section 87 of the National Police Service Act, the IAU is bestowed with the mandate of investigating instances where police officers are found harassing and intimidating innocent people with a motive of extorting them. Can you highlight cases where the IAU has recommended disciplinary action against top-ranking officers who are found culpable of breaking the law? *Dan Lpaari, Baragoi*

Internal Affairs Unit conducts investigations against police officers without biasness. Anyone found culpable is handled individually irrespective of their ranks. Our 2019 performance report has details of disciplinary actions taken against officers whose conducts were found wanting during that period. This report was recently launched virtually by the Inspector General and can be accessed from our website.

**4** Sir, seeing that the IAU and IPOA do more or less the same thing, at what point does two institutions

converge? In case a complaint is filed with your unit and the same is taken up by IPOA, which between yourselves and IPOA takes precedence? *Joel Kagwe, Mombasa*

IAU and Ipoa compliment each other. Remember that in the Strategic plan for Kenya Police 2004/2008, the police recommended for an establishment of a civilian oversight authority that would investigate complaints especially those that the public may not have been satisfied with the results especially where all complaints against police were investigated by police officers themselves. Ipoa, is therefore a brainchild of this initiative. At the request of Ipoa, the IAU can investigate misconduct and hear complaints against police. However, where police actions results to death and serious injuries, investigations shall be conducted by Ipoa.

**5** The IAU's work is more internal and the result of disciplinary processes hardly get to the public. How can the public have confidence what your unit does when these results are not made public? *Belline V. Amond, Nakuru*

As per our operation manual, the unit gives feedback to all our complaints through provided contacts. Consequently, complaints are informed of the outcome of investigations once finalised. The complainant is also updated on the progress of the complaints.

**6** What are you doing to address the concern and change the perception about police service? *Raphael Obonyo, Nairobi*

The NPS is addressing community-based issues through community policing and Nyumba Kumi initiatives. The unit is also committed towards ensuring that police officers conduct themselves with utmost professionalism, disciplines and integrity expected while executing their duties.

**7** At Koru Polite Station In Muhoroni, Kisumu County, the OCS, deputy OCS and 10 out of the 17 officers are from one tribe. Why is this so and can your unit look into this? *Jameson Ochieng, Koru*

It is the objective of the unit to promote good order and discipline in the service. We are investigating into your concerns and the same will be forwarded to the attention of the IG for action.

**8** We all dread police cells because of the unhealthy conditions they are in. How is it that year in, year out nothing changes? *Githuku Mungai, Nairobi*

The government has in the

past constructed many modern police stations across the country and has plans to construct and renovate most of them.

**9** The police motto of 'Utumishi kwa wote' has always stood out to show the very mantra of our police force. But in the recent past and even today, the image of the police and the motto have been muddled. It is like that a few bad elements in our police force are out there to ensure the good name of our police is spoilt. Are there plans to change this trend and clean up the service? *Francis Njuguna, Kibicho*

Reforms in the National Police Service have been ongoing and this includes the vetting process by the National Police Service Commission. The promulgation of the

Constitution 2010 gave birth to IPOA and the Internal Affairs Unit, which constitutes key reform institutions within the police. Reform is a gradual process and shall hence be achieved fully over a period of time.

**10** On May 25, 2020, I filed a written complaint touching on misconduct by Kisii county-based DCI officers who were receiving instructions from Nairobi to harass my family members over a civil matter that is actively being adjudicated by a court of law and since then I haven't heard from your office. Can you make an undertaking to follow up on the complaint and in the process put to brakes the DCI Officers who are abusing the due process of the law by being used in settling family scores? *Andrew Maranga Ratema, Nairobi*

After carefully examining the complaint, the unit referred the matter to the Regional Criminal Investigations Officer Nyanza to expedite the investigation and the same brought to the attention of the DCI. The Unit will update the complainant the outcome of the case.




### UNDERSTANDING PAIN RELIEVERS

Painkillers are among the most demanded category of medicines. However, they are also on the list of the most misapplied.

Subsequently, the Daily Nation has scheduled an educative supplement to increase user knowledge of pain relievers and make it easier for households and individuals to make the right choices during purchase.

To educate consumers about your brand and its best applications, please contact Bonface for space.



**Bonface:** T: 0724 596 333  
E: [bjalango@ke.nationmedia.com](mailto:bjalango@ke.nationmedia.com)  
Kahor: T: 0713351695  
E: [wkahor@ke.nationmedia.com](mailto:wkahor@ke.nationmedia.com)

### NEXT WEEK



**The Acting Director General, National Employment Authority, (NEA), Mrs Edith Okoki will answer your questions**

# Chapter 5. Challenges and Mitigating Strategies

**Table 18: Challenges and Mitigating Strategies**

S/N	Challenge	Mitigating Strategy
1.	<b>Financial Autonomy</b>	<ul style="list-style-type: none"> <li>Director and Regional IAU Officers to be given Authority To Incur Expenditure (AIE)</li> </ul>
2.	<p><b>Mobility</b></p> <p>Inadequate number of vehicles allocated to the Unit. The Unit currently has 11 vehicles which are not enough for its operations.</p>	<ul style="list-style-type: none"> <li>IG to provide 22 motor vehicles (12 off-road and 10 saloon) preferably non-branded leased vehicles.</li> </ul>
3.	<p><b>Man powers</b></p> <p>The gradual increase in the number of complaints for investigation has necessitated the need for more investigators.</p> <p>The Unit had initially projected to recruit 150 Officers in 2019 but ended up with 65 Officers. 45 reported but 20 are yet to report (12 from GSU and 8 from ASTU)</p>	<ul style="list-style-type: none"> <li>Strategic recruitment of more investigators into the Unit in preparation for future expansion.</li> <li>The Unit to follow up on the release of the 20 Officers by GSU and ASTU who went through full vetting process.</li> </ul>
4.	<p><b>Non cooperation</b></p> <p>The Unit Staff have on some occasions experienced non-cooperation from field commanders as a result of misinterpretation of a concept of Police Oversight.</p>	<ul style="list-style-type: none"> <li>Continuous sensitization of Officers to enable them understand the concept of Police Oversight.</li> <li>Include the concept of Police Oversight in the Police training curriculum.</li> <li>The unit to continue undertaking regular consultative meetings with internal and external stakeholders.</li> </ul>
5.	<b>Inadequate enforcement mechanism for IAU recommendations</b>	<ul style="list-style-type: none"> <li>Undertake Monthly and quarterly meetings</li> <li>Introduce a monitoring and evaluation process.</li> <li>Advocate for both policy and legislative review to facilitate IAU recommendations.</li> </ul>
6.	Regional IAU Offices are located within Police Premises which is contrary to the Law.	<ul style="list-style-type: none"> <li>The provision in the National Police Service Act that requires the Unit to operate from a separate office from the main services should be emphasized and adhered to.</li> </ul>

S/N	Challenge	Mitigating Strategy
7.	<b>Insufficient supply of fuel for Regional IAU offices and clear strategy on maintenance of Unit motor vehicles.</b>	<ul style="list-style-type: none"> <li>• The Unit to have a Kitty for repairs and maintenance.</li> <li>• Regional offices to be provided with fuel cards.</li> </ul>
8.	<b>Lack of media equipment:</b> Video cameras, still picture cameras; publishing and Editorial Apps; digital storage kit for archives.	<ul style="list-style-type: none"> <li>• Need for purchase of media cameras (still picture and video), Adobe creative suite for publishing, Grammarly App for editorial work.</li> <li>• Need for equipping the Unit with required Hardware and software for ease execution of its mandate.</li> </ul>
9.	<b>Lack of specialized training and reading material for staff.</b>	<ul style="list-style-type: none"> <li>• Need for more training in areas of forensics, Land fraud, Banking fraud, Crime Scene Management, and records management among others.</li> <li>• All Officers to be sensitised on the importance of records keeping.</li> <li>• More resources are needed to support IAU training projections especially for Basic entry courses for all investigators recruited into the Unit.</li> <li>• The Unit to have a fully operational resource centre.</li> </ul>
10.	<b>Identification documents</b>	<ul style="list-style-type: none"> <li>• Uniformity in staff identification</li> </ul>

# Chapter 6. Partnership and Collaboration

The Unit partners with both state and non-state institutions. The partnership is pegged on mutually beneficial relationships which contribute to the growth and effective service delivery to the public.

In the period under review, the Unit continued to engage with its external partners in various ways:



Mr. Gitahi Kanyeki, OGW, HSC, Deputy Director IAU receiving PPE's from Police Sacco Chairman Mr. Mategwa during a courtesy call at IAU Headquarters

**Table 19: Partnership and Collaboration**

Partner	Area of Support
<b>International Justice Mission (IJM)</b>	Sponsored 5 days Induction Training Programme for newly recruited investigators at the Kenya School of Government from 9 <sup>th</sup> to 13 <sup>th</sup> March 2020. Supporting reviving of ARIS.
<b>Tetra Tech International Development (REINVENT Programme) - Kenya</b>	Sponsored 5 days of Induction Training Programme for newly recruited investigators at the Kenya School of Government with effect from 17 <sup>th</sup> to 21 <sup>st</sup> February 2020. Provided technical support in the drafting of the 2019 annual report that was virtually launched in June 2020.
<b>The US Embassy</b>	Supply of ICT equipment on 1 <sup>st</sup> September 2020
<b>Independent Medico-Legal Unit (IMLU)</b>	Sponsored 3 days Investigation Skills Training for newly recruited investigators at the Smith Hotel with effect from 2 <sup>nd</sup> to 4 <sup>th</sup> September 2020.
<b>Transparency International - Kenya</b>	Support for the re-launch of Anonymous Reporting and Information System (ARIS) and infomercial.

Partner	Area of Support
<b>Independent Policing Oversight Authority (IPOA)</b>	Collaborative management of complaints against Police Officers. Facilitating in the IAU induction courses.
<b>Office of the Director of Public Prosecutions (ODPP)</b>	Spearheading the Human Rights Task Force that IAU is a member. Facilitated in the Induction Training Programme for newly recruited investigators at the Kenya School of Government held from 17 <sup>th</sup> to 21 <sup>st</sup> February 2020 and the Smith Hotel in Rongai that took place from 2 <sup>nd</sup> to 4 <sup>th</sup> September 2020
<b>Kenya Revenue Authority (KRA)</b>	Intelligence section benchmarking
<b>Commission on Administrative Justice (CAJ)</b>	Facilitated in the Induction Training Programme for newly recruited investigators at the Kenya School of Government that took place from 17 <sup>th</sup> to 21 <sup>st</sup> February 2020 and Investigation Skills Training at the Smith Hotel in Rongai that took place from 2 <sup>nd</sup> to 4 <sup>th</sup> September 2020.
<b>OHCHR</b>	Began a process of spearheading development of standard operating Processes SOP's between IAU, ODPP, and IPOA.
<b>Kenya Police Sacco</b>	Visited the Unit Headquarters and presented PPE's in the month of May 2020 to help in fight against spread of COVID-19.
<b>Harambee Sacco</b>	Visited the Unit Headquarters and presented PPE's in the month of June 2020 to help in fight against spread of COVID-19.



Director IAU with officials from the US Embassy on courtesy call at KCB Towers on 1<sup>st</sup> September 2020

# Chapter 7. Way Forward and Conclusion

## Way Forward

Despite challenges posed by effects of COVID-19 during the year 2020, the Unit endeavoured in delivering its mandate to the public. In 2021, we are focussing our energy on the following areas in a quest to improving our services:

1. **Integrated complaints management system:** This system will link all sections within the Unit, and enable investigators fast-track their work at all stages thereby leading to timely completion of assigned tasks.
2. **Devolve the IAU to the remaining four regions:** The Unit will be seeking to review and improve conditions of the existing regional offices at Mombasa, Kisumu, Nakuru and Nyeri before embarking on devolving its services to Western, Eastern, North Eastern and Nairobi regions. The Unit is optimistic that the four offices will be in place by close of 2021 in readiness for the 2022 general elections.
3. **Bench-marking:** In pursuit of improved service delivery, the Unit will be seeking to identify sponsors who will partner with it in sending its investigators to States with developed internal policing oversight bodies to bench-mark for acceptable standards and knowledge acquisition.
4. **Baseline survey:** To be able to interact with its audience and get feedback on processes and real-time performance, the Unit will be seeking to identify a financier to assist in conducting a baseline survey across the country.
5. **Resource centre:** In a bid to encourage knowledge-sharing, improved reading culture, research and preservation of the Unit's history; IAU is seeking to develop a resource centre. It has bench-marked on the best practices and required policies but lacking in implementation due to high acquisition and establishment cost.
6. **Logistical capacity:** the Unit requires logistical support to be able to run its programs effectively. Areas of focus include allocation of enough motor vehicles to boost its fleet capacity, stationeries, ICT equipment, video/still picture cameras, publishing and editorial kit; additional human capacity

commensurate to the accepted establishment so as to cover all Counties as required by the NPS Act; Financial autonomy so as to allow the Unit account for its official financial obligations; Streamline the operations of the Registry in conformity with the acceptable standards; and prepare and implement a communication strategy for proper communication outreach.

7. **Training on identified areas:** the Unit seeks to partner with local and international institutions for the provision of training in areas of interest in its work. The training will help improve investigators' knowledge and boost their skill.
8. **Multi-Agency engagement:** the Unit engaged in multi-agency cooperation with organizations that are geared towards ensuring just and ethical service delivery to the public including IPOA, ODPP, Witness Protection Agency and others for the exchange of knowledge and enhance working relationships.

## Conclusion

The most effective way of ensuring Professionalism and Accountability in the Service is through embracing the ongoing reforms. The Unit, among other key actors, remains focused on ensuring the desired reforms are achieved. This is because our mandate qualifies us to help steer the Service to the desired standards. The year under review has been a turning point in the improvement of the operations and service delivery. This has been achieved through devolving the Unit's services to four regions taking our services closer to our customers. Nonetheless, the Unit is geared towards realizing improvement in its operations and subsequently creating a more professional and accountable National Police Service.

## Chapter 8: Appendix

**Table 20: Cases of Interest**

S/No.	INQ File No.	Name of the Complainant	Against	Particulars of the Complaint	Status
1.	32/2020	IP Benard Maticha Mochama C/O SGB Unit	PC Noah Too & PC Evans Mithika of Mawe Mbili Police Post	The complainant was attacked by the accused Officers who harmed him grievously. A charge of grievous harm C/Section 234 of the Penal Code was recommended.	PBC - HG. on 10/5/2021
2.	68/2020	Shooting of Adan Abdi and Muhidin Haji by Police Officers at Soko Ngómbe – Garrisa.	No. PC Aden Salat and PC Abdirahman Robie	The victims while having tea in a Make Shift Hotel at Soko Ngómbe in Garrisa were deliberately shot and killed by PC Aden Salat using the gun of PC Abdirshman Roble. It was recommended they be charged for, Murder case as read with section 204 of penal code	PBC - MN. on 2/2/2021
3.	46/2020	Hillary Kirui C/O Cheborge Trading Centre, Bureti Sub County	No. 96895 PC Charles Ebei	The victim was among members of public who confronted Police Officers during enforcement of curfew orders. Officers involved insisted that they shot in the air and the victim sustained gunshot wounds.	Forwarded to ODPP
4.	80/2020	No. 41043 EX-PC Mohamed Denge Racha Obba	No. 218931 Mr. Amos Cheboi, SSP formerly OCPD Marsabit	Unlawful dismissal from service.	File forwarded to NPSC
5.	No.36/2020	Seline Awuor Mbuya	Against Sam Wabuba of Industrial Area Police Station	Abuse of power & police harassment	Forwarded to ODPP
6.	47/2020	Elizabeth Ndunge C/O Emali Township	No. 120190 PC Charles Mutuku C/O Mashuuru 7.Police Station	The complainant was short and seriously injured on suspicion that he was transporting stolen water melons. A charge of Grievous Harm C/Section 234 of the Penal Code WAS preferred against the accused Officers.	PBC - MN. on 11/1/2021

S/No.	INQ File No.	Name of the Complainant	Against	Particulars of the Complaint	Status
7.	38/2019	Daniel Mutuku Mbilalu and another	APC Catherine Wanja Karani	The accused Officer joined with others purporting to be KDF Officers obtained money from the complainant pretending that they will secure employment for their children. When the complaint was brought to a senior Police Officer in Kiambu County Headquarters, the Officers attempted to promote reconciliation instead of inquiring into the matter.	Forwarded to ODPP
8.	53/2020	ODPP on behalf of Peter Gacheru	Against Riruta Police Station.	The victim was alleged to have been attacked by Police Officers during enforcement of curfew orders. Matter pending at ODPP for direction.	Forwarded to ODPP
9.	44/2020	Charles Mwenda	Against Meru County	Excessive force	Forwarded to ODPP
10.	110/2020	EACC on behalf of Joseph Kioko	Against IP Henry Mutunga	Corruption and Extortion	Pending before court
11.	43/2020	Abdi Nassir	Against Isiolo County	Excessive force	Forwarded to ODPP
12.	86/2020	No. 65442 Sgt Edward Gonzanga Mwashinga	Against C.I Kiprop SCCIO Kathiani	The SCCIO used the names of his Officers to claim for AIE, and used it to renovate the office and did not remit the same to the Officers. He attempted to give the Officers a small amount of money after the complaint but the Officers refused. Charges of obtaining, abuse of office and making of false documents were recommended.	Disciplinary action recommended
13.	45/2020	ODPP on behalf of Lazarus Tirop	Against No. 114120 PC Sammy Onyango of Lessos Police Station	It was alleged that members of public had gone to Lessos Police Station to protest against the shooting of one Lazarus Tirop, when a confrontation arose between the protestors and the Police resulting into the shooting of two other protestors.	Case pending before court

S/No.	INQ File No.	Name of the Complainant	Against	Particulars of the Complaint	Status
14.	66/2020	IG's Directive	Against PC Joshua Makanga	A fire incident occurred in the house of the accused Officer where his late wife sustained serious burns. He was found to have been criminally negligent by failing to raise any alarm or prevent the incident.	Forwarded to ODPP
15.	84/2020	IG's Directive	Against SCCIO Makueni	Extortion and abuse of office.	Forwarded to ODPP
16.	111/2020	IG's Directive on Behalf of Hon. Peter Munya, CS Agriculture.	Against Isiolo Police Station	An aircraft used by the CS was found damaged while parked outside Isiolo Police Station. The OCS in an interview stated that he was not bothered by the damage and the Officers who were guarding the aircraft could not explain how it happened. The OCS was recently arrested for desertion and theft of cash bail money	Disciplinary action recommended
17.	104/2020	Hon. Imana Malachy Ekal (Senator. Turkana County)	Against No. 236110 IP Davis Mokaya Ondimu (DCIO Loima)	The complainant alleged that IP Davis Ondimu threatened to kill him.	No further police action.
18.	120/2020	Against APS (CIPU) Taveta sub-county	Against APS (CIPU) Taveta sub-county	Corruption, misuse of government resources, and abuse of office	Forwarded to ODPP
19.	189/2020	Republic through deceased Bramwel J Chakunza	Against Kisii Central Police Station Officers	Assault and murder	Pending implementation of administrative action by DIG - KPS.

# Kenya Police Service Annual Performance and Statistical Report 2020

## Table of Complaints Summary per Region

S/No.	Region	Number of Cases Reported	Number of Cases Finalized	Number of Cases Referred to Regional Commands	Number Of Cases Under Investigations
1	Nairobi	475	128	410	2
2	Western	59	14	58	-
3	Nyanza	135	36	128	-
4	Eastern	229	53	214	1
5	Central	143	28	133	-
6	Rift Valley	169	35	165	-
7	Coast	67	10	67	-
8	North Eastern	25	5	25	-
<b>TOTAL</b>		<b>1302</b>	<b>309</b>	<b>1200</b>	<b>3</b>

## Tabulated Statistical Data Summarizing KPS Performance Covering Regions and Formations

S/No.	Region/ Formation	Number of Complaints Against Officers for the Year 2020	Number of Officers Charged in Court with Criminal Offences	Number of Officers Charged in ORP	Number of Officers Dismissed/ Suspended/ Interdicted	Pending Cases Criminal/ ORP
1	Nairobi	205	19	55	Interdicted - 22 Suspended - Nil Dismissed - Nil	12
2	Western	36	18	47	Interdicted - 16 Suspended - 3 Dismissed - Nil	126
3	Nyanza	52	12	48	Interdicted - 16 Suspended - Nil Dismissed - 1	21

S/No.	Region/ Formation	Number of Complaints Against Officers for the Year 2020	Number of Officers Charged in Court with Criminal Offences	Number of Officers Charged in ORP	Number of Officers Dismissed/ Suspended/ Interdicted	Pending Cases Criminal/ ORP
4	Eastern	47	24	45	Interdicted - 28 Suspended - Nil Dismissed - 2	18
5	Central	37	17	64	Interdicted - 21 Suspended - Nil Dismissed - Nil	27
6	Rift Valley	70	31	118	Interdicted - 45 Suspended - Nil Dismissed - Nil	32
7	Coast	24	8	39	Interdicted - 9 Suspended - Nil Dismissed - Nil	CR - 6 ORP - 2
8	North Eastern	4	4	19	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL
9	Traffic Police Unit	NIL	NIL	NIL	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL
10	Tourist Police Unit	NIL	NIL	NIL	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL
11	Railway Police Unit	2	5	15	Interdicted - 3 Suspended - 2 Dismissed - 3	7
12	Presidential Escort Unit	NIL	NIL	NIL	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL
13	Marine Police Unit	NIL	NIL	NIL	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL
14	Kenya Airports Police Unit	NIL	NIL	NIL	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL
15	General Service Unit	11	16	344	Interdicted - 15 Suspended - 44 Dismissed - 46	ORP - 64 CR - 15
16	Diplomatic Police Unit	NIL	1	NIL	Interdicted - 1 Suspended - Nil Dismissed - Nil	NIL

S/No.	Region/ Formation	Number of Complaints Against Officers for the Year 2020	Number of Officers Charged in Court with Criminal Offences	Number of Officers Charged in ORP	Number of Officers Dismissed/ Suspended/ Interdicted	Pending Cases Criminal/ ORP
17	Kenya Police Dog Unit	NIL	NIL	NIL	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL
18	Kenya Police Airwing Unit	NIL	NIL	NIL	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL
19	Kenya Police College	NIL	NIL	NIL	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL
20	Kenya Police Staff Training College	NIL	NIL	NIL	Interdicted - Nil Suspended - Nil Dismissed - Nil	NIL





## INTERNAL AFFAIRS UNIT (I.A.U.) NATIONAL POLICE SERVICE

**NAIROBI, KENYA**

### Our Contacts

The Unit receives complaints through the following channels:

- i) Visiting IAU Offices at Nairobi, Kisumu, Mombasa, Nakuru, Nyeri.
- ii) Letters addressed to:
  - a) IAU Headquarters, KCB Towers, Kenya Road, Upper Hill, P.O. Box, 1880 – 00200 Nairobi,
  - b) IAU Kisumu office, New Nyanza Regional Hqrs, 7<sup>th</sup> Floor, Wing C, Awuor Otieno Road, P.O. Box, 1387 – 40100 Kisumu.
  - c) IAU Mombasa office, Regional Police Commander's office, Mama Ngina Drive, P.O. Box, 80602 – 80100 Mombasa.
  - d) IAU Nakuru office, Regional Commissioner's office, 1<sup>st</sup> Floor, Right Wing, Club Road, P.O. Box, 257 – 20100 Nakuru.
  - e) IAU Nyeri office, Regional Police Commander's office, Baden Powel Road, P.O. Box, 102 – 10100 Nyeri.

Email addresses:

- a) [iau@nationalpolice.go.ke](mailto:iau@nationalpolice.go.ke) or [internalaffairsunitkenya@gmail.com](mailto:internalaffairsunitkenya@gmail.com)
- b) [iaukisumu@nationalpolice.go.ke](mailto:iaukisumu@nationalpolice.go.ke) or [kisumuiau@gmail.com](mailto:kisumuiau@gmail.com)
- c) [iaumombasa@nationalpolice.go.ke](mailto:iaumombasa@nationalpolice.go.ke) or [mombasaiau@gmail.com](mailto:mombasaiau@gmail.com)
- d) [iaunakuru@nationalpolice.go.ke](mailto:iaunakuru@nationalpolice.go.ke) or [nakuruiau@gmail.com](mailto:nakuruiau@gmail.com)
- e) [iaunyeri@nationalpolice.go.ke](mailto:iaunyeri@nationalpolice.go.ke) or [nyeriiau@gmail.com](mailto:nyeriiau@gmail.com)

Twitter: @IAU\_Kenya

Anonymous Reporting System Channels

- SMS: 40683  
USSD: \*683#  
Mobile App: ARIS-NPS  
WhatsApp: 0758 729 917  
Toll free number: 0800 721 230  
Webform: [www.iau.go.ke](http://www.iau.go.ke)  
Mobile: 0798 474 619