



INTERNAL AFFAIRS UNIT NATIONAL POLICE SERVICE NAIROBI-KENYA



ANNUAL PERFORMANCE AND STATISTICAL REPORT 2021



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The content of this publication remains the sole responsibility of the Internal Affairs Unit.

TABLE OF CONTENTS	
ACKNOWLEDGEMENTS	2
TABLE OF CONTENTS	3
LIST OF TABLES	5
LIST OF FIGURES	5
ABBREVIATIONS AND ACRONYMS	6
FOREWORD	8
DIRECTOR’S MESSAGE	9
IAU SENIOR MANAGEMENT STAFF AND SECTION HEADS	10
EXECUTIVE SUMMARY	11
CHAPTER 1. INTRODUCTION	12
1.1 Background.....	12
1.2 Independence of the Unit.....	12
1.3 Functions of the Unit.....	12
1.4 Command Structure.....	12
1.5 Vision Statement.....	13
1.6 Mission Statement.....	13
1.7 Core Values.....	13
1.8 Legal Framework.....	13
CHAPTER 2. THE ROLE OF KEY SECTIONS WITHIN THE UNIT	14
2.1 Operations Section.....	14
2.2 Human Capital Management Section.....	14
2.3 Legal Section.....	14
2.4 Complaints Management Section.....	15
2.5 Complaints Management Process.....	15
2.6 IAU Contacts and Reporting Channels.....	16
2.7 Anonymous Reporting Information System (ARIS).....	16
2.8 Investigations Section.....	17
2.9 Logistics Section.....	17
2.10 Intelligence and Surveillance Section.....	17
2.11 Data Analysis Section.....	17
2.12 Corporate Communication Section.....	18
2.13 Regional IAU Offices.....	18
CHAPTER 3. STATISTICAL ANALYSIS OF COMPLAINTS AGAINST POLICE	19
3.1 Complaints Received.....	19
3.2 Complaints Received by the Unit through Various Channels.....	19
3.3 Complaints Recorded Per Service.....	20
3.4 Complaints Received Per Region.....	20
3.5 Complaints Referred to the Unit by various Agencies.....	22
3.6 Complaints Received from Members of the Public and Police Officers.....	23
3.7 Analysis of Complainants by Gender.....	24



3.8 Categories of Complaints Received.....	25
3.9 Complaints Processed by the Unit.....	25
CHAPTER 4. UNIT’S ACHIEVEMENTS.....	29
4.1 Promotions/Career Progression.....	29
4.2 Honors and Awards.....	29
4.3 Training and Capacity Development.....	29
4.4 Sensitizations.....	31
4.5 Policy and Legislative drafting and review.....	32
4.6 IAU Branded File-covers.....	33
4.7 Additional vehicle.....	33
4.8 Media Campaigns and Publicity.....	33
4.9 Annual Classification Exercise and training on newly acquired Firearms in NPS.....	33
CHAPTER 5. PARTNERSHIP AND COLLABORATION.....	34
CHAPTER 6. CHALLENGES.....	39
CHAPTER 7. RECOMMENDATIONS.....	40
7.1 Recommendations.....	40
7.1.1 Establish an Integrated Complaints Management System.....	40
7.1.2 Enhance the capacity of the already existing four regional offices and devolve the IAU to the remaining four regions.....	40
7.1.3 Enhance Logistical capacity.....	40
7.1.4 Training on identified areas.....	40
7.1.5 Resource Centre.....	40
7.1.6 Legal framework.....	40
7.1.7 Data Analysis.....	41
7.1.8 Intelligence-led Investigations.....	41
7.1.9 Public Education and Advocacy.....	41
7.1.10 Bench marking.....	41
7.1.11 Baseline survey.....	41
7.1.12 Multi-Agency engagement.....	41
7.1.13 Crime Scene Support Section.....	41
7.1.14 Investigations.....	41
CHAPTER 8. CONCLUSION.....	42
APPENDICES.....	43
Appendix 1: Cases of Interests	43
Appendix 2: Analyzed Statistical Report on Police Misconduct for the year 2021 from Regions/Formations.....	45

LIST OF TABLES

Table 1. Comparison of Complaints Recorded between 2013 & 2021.....	19
Table 2. Number of Complaints received per channel	19
Table 3. Complaints Recorded per Service.....	20
Table 4. Complaints Received by Region.....	21
Table 5. Complaints Received per County.....	21
Table 6. Complaint Received from Agencies	23
Table 7. Complaint Received from Members of the Public and Police Officers.....	23
Table 8. Analysis of the Complainants by gender	24
Table 9. Analysis of Police Officers by Gender	24
Table 10. Analysis of Civilians by Gender	24
Table 11. Allegations Identified by Category of Misconduct	25
Table 12. How Complaints were processed by the Unit	26
Table 13. Status of Complaints Referred to Services and DCI.....	26
Table 14. Complaints Status Referred by the Unit.....	27
Table 15. Status of Complaints Investigated.....	28
Table 16. Status of 2020 Cases as at 31 st December, 2021.....	28
Table 17. Number of Complaints Pending before Court.....	28
Table 18. Partnership and Collaboration	34

LIST OF FIGURES

Figure 1. Complaints Trend	19
Figure 2. Complaints Recorded by Mode.....	20
Figure 3. Complaints per Service.....	20
Figure 4. Complaints by Region.....	21
Figure 5. Complaints by Members of Public and Police Officers	23
Figure 6. Analysis of the Complainants	24
Figure 7. Complaints processed by Section	26



ABBREVIATIONS AND ACRONYMS

APS	Administration Police Service
ARIS	Anonymous Reporting Information System
ASP	Assistant Superintendent of Police
CAJ	Commission on Administrative Justice
CI	Chief Inspector
CS	Cabinet Secretary
CP	Commissioner of Police
CRIB	Criminal Research & Intelligence Bureau
DCI	Directorate of Criminal Investigations
EACC	Ethics and Anti-Corruption Commission
HR	Human Resource
HPSS	Humanitarian Peace Support School
IAU	Internal Affairs Unit
IG	Inspector General
IJM	International Justice Mission
IMLU	Independent Medico- Legal Unit
IP	Inspector of Police
IPOA	Independent Policing Oversight Authority
KHRC	Kenya Human Rights Commission
KNCHR	Kenya National Commission on Human Rights
KNLS	Kenya National Library Services
KPS	Kenya Police Service
MCK	Media Council of Kenya
NFPA	No Further Police Action
NGO	Non-Governmental Organization

NPS	National Police Service
NPSC	National Police Service Commission
NPSSSC	National Police Service Senior Staff College
OCS	Officer Commanding Station
ODPP	Office of Director of Public Prosecutions
OOP	Office of the President
PUI	Pending Under Investigations
SAIG	Senior Assistance Inspector General
SCCIO	Sub-County Criminal Investigations Officer
SCPC	Sub-County Police Commander
SP	Superintendent of Police
SSO	Service Standing Orders
SSP	Senior Superintendent of Police
TI	Transparency International
UNHCR	United Nations High Commissioner for Refugees
UNODC	United Nations Office on Drugs and Crime
USSD	Unstructured Supplementary Service Data



FOREWORD



Like other Police departments globally, every law enforcement agency needs a strong, healthy work culture that enables it to operate effectively and efficiently.

A culture of accountability in law enforcement builds trust between Police and the Community they serve. Accountability is thus a key component in effective Policing.

A system that provides for effective internal checks and balances ensures that officers carry out their duties professionally with strict adherence to the rule of law.

Since its inception in the year 2013, Internal Affairs Unit continues to play a pivotal role in promoting uniform standards of discipline and good order within the National Police Service. During the year under review, the Unit encountered challenges but came out strongly

in conducting timely investigations to address matters brought before it. Commitment by our investigators has increased public confidence in our services and helped in reducing cases of misconduct from within the National Police Service.

As I promised during my swearing-in ceremony, the National Police Service shall not only heighten internal oversight mechanisms for holding Police Officers accountable for their actions but also defend those who execute their work fairly, firmly and within the confines of the law.

It is my pleasure to present this report and I hope that it will provide an opportunity for further discussion on Police accountability and professionalism.

Hilary N. Mutyambai, MGH, nsc (AU)

Inspector General

National Police Service.



DIRECTOR'S MESSAGE



Guided by the provisions of Chapter 62, Para. 2 of the National Police Service Standing Orders, we are happy to present the Internal Affairs Unit Annual Performance Report for the year 2021.

During the year under review, the Unit remained focused to deliver on its mandate as provided under Section 87 of the National Police Service Act, No.11A of 2011 and other enabling laws.

This is despite the fact that there were various challenges including those related to the Covid-19 hindrances and other exigencies of duty. The year 2021 was indeed characterized by fear and uncertainty following the resurgence of the Covid-19 pandemic.

During the reporting period, we celebrate the fact that a number of our officers attended promotional courses which is a boost to their career growth and skills enhancement. This action motivated our investigators and led to positive competition in conducting timely investigations amongst them.

To further enhance the skills of our investigators, a number of our officers attended capacity-building courses such as the Senior Supervisory course, Basic Fraud Investigation course at Kenya School of Government Nairobi; Crime Scene Investigation course at DCI Academy; and Data Analysis course at Guardia Civil Academy in Logrono-Spain among others.

The Unit conducted its operations well in 2021 with officers performing their tasks effectively and efficiently with a common goal of resolving all reported complaints. Comprising of both uniformed and non-uniformed staff, all sections within the Unit worked tirelessly towards the realization of our mandate.

It is my wish that our valued readers will interact with this document and understand the efforts made by IAU in ensuring police professionalism and accountability amongst members of the National Police Service.

Mohamed I. Amin, EBS, OGW, 'ndc' (K)

Director Internal Affairs Unit

National Police Service.



IAU SENIOR MANAGEMENT STAFF AND SECTION HEADS

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



EXECUTIVE SUMMARY

The Internal Affairs Unit is established in accordance with the provisions of Section 87 of the National Police Service Act No. 11A of 2011. The Unit began operations in 2013 to perform its statutory function of receiving and investigating complaints against Police Officers.

In execution of our mandate, the Unit conducts timely and impartial investigations and submits findings and recommendations to the Inspector General of Police and the National Police Service Commission for administrative action. IAU also forwards recommendations to the Director of Public Prosecutions when an officer is found criminally culpable. The Unit does not only recommend disciplinary action but also highlights areas that need improvement in creating a conducive working environment for the police as well as appreciating outstanding officers for rendering professional services to the public.

As envisaged under Sec 87(2b) of the NPS Act 2011, the Unit remains focused on ensuring that the desired uniform standards of discipline and good order in the Service are achieved. Despite the challenges posed by Covid-19 and resultant travel and other restrictions imposed by the government, the year 2021 has been a turning point in the improvement of the IAU operations and service delivery.

This report is meant to inform the public of the performance of the Unit during the year under review. The reader is introduced to the Unit with an overview of the functions as stipulated in the legal and policy framework, command structure, core values, vision and mission statements of the Unit.

The report provides an explanation of our complaints management and Investigation processes. To keep our readers abreast of the process, we have provided them with information on how to lodge complaints with us, what is required and what to expect in the process. We have also provided a summary of our various sections and their role in the overall mandate of the Unit.

During the year under review, the Unit registered 919 complaints as compared to 1043 that were received in 2020. This reduction can be attributed to an increased level of knowledge by officers on how to conduct themselves professionally after attending our sensitization meetings in some parts of the country. The widely broadcasted IAU infomercial in 2021 also played a key role by informing viewers on the Unit's role thereby enlightening Police Officers and members of the public on the need to co-exist respectfully. A comprehensive statistical expression of our work has been provided in the report to make the reader aware of complaints received based on different parameters such as location and key demographics among others.

Considering the conditions under which we operate, this report has provided information about external partners who walked with us during the year under review and the support received from them. It also highlights achievements and challenges experienced by the Unit before informing the reader about our projected progress.



CHAPTER 1. INTRODUCTION

1.1 Background

The Internal Affairs Unit (*hereinafter referred to as “the Unit”*) is a Police Internal Oversight and investigative body established under Section 87 of the National Police Service Act No. 11A of 2011 with the mandate and functions listed under Section 87(2)(4) thereof. Its main function is to receive and investigate complaints against Police Officers.

This report presents the Unit’s annual performance and figures on complaints received, recorded and investigated in the year 2021. All complaints received by the Unit must be recorded and dealt with according to the Service Standing Orders and IAU Operations Manual.

1.2 Independence of the Unit

The Unit is headed by a Director who is responsible to the Inspector General for the effective and efficient administration, operations, training and internal oversight of the Unit. The Unit staff are accountable to the Director.

The Unit shall not be subject to the control, direction or command of the Deputy Inspector General, Kenya Police Service, Administration Police Service or the Director, Directorate of Criminal Investigations. The Unit shall be located in separate offices from the rest of the Service.

1.3 Functions of the Unit

Functions of the Unit are derived from the National Police Service Act and Chapter 5 of the SSO (amended) as follows;

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

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



To ease the execution of the Unit's functions, Chapter 8 (ranks, duties and responsibilities) of The National Police Service Standing Orders (Amendment), 2020 approved the 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. The Unit has a total of 139 members of staff against an approved staff establishment of 1168.

The Unit has four regional offices; Coast, Nyanza, Rift Valley and Central. There are plans to establish the remaining regional offices before embarking on the County offices.

1.5 Vision Statement

To be an efficient and effective internal policing oversight Unit that promotes professionalism and accountability in the National Police Service.

1.6 Mission Statement

To conduct thorough, timely and impartial investigations of Police misconduct.

1.7 Core Values

- Professionalism
- Accountability
- Integrity
- Transparency
- Confidentiality
- Impartiality
- Fairness
- Effectiveness
- Efficiency

1.8 Legal Framework

In the discharge of its mandate, the Unit is guided by statutes including the following;

- i. Constitution of Kenya,
- ii. The Fair Administrative Action Act,
- iii. National Police Service Act,
- iv. Criminal Procedure Code,
- v. Evidence Act,
- vi. Independent Policing Oversight Authority Act,
- vii. Penal Code,
- viii. Bribery Act,
- ix. Prevention of Torture Act,
- x. National Police Service Commission Act
- xi. Witness Protection Act,
- xii. Victims Protection Act,
- xiii. Firearms Act.



CHAPTER 2. THE ROLE OF KEY SECTIONS WITHIN THE UNIT

2.1 Operations Section

The office of the Head of Operations was established to perform the following functions:

- a) Coordination of all activities of the Unit's Sections, Regional, County offices and ensuring high-performance levels in all operational areas.
- b) Coordination and providing liaison with government departments, Non-governmental Organizations and other stakeholders on matters pertaining to the investigation of police misconduct.
- c) Conducting annual inspections of the regional and county offices and preparation of regular inspection reports (monthly, quarterly and annually).
- d) Providing adequate security services for the Unit.
- e) Performance of any other function that may be assigned from time to time by the Director of Internal Affairs Unit.

2.2 Human Capital Management Section

The office of the Head of Human Capital Management was established to perform the following functions:

- a) Overseeing recruitment process in the Unit,
- b) Supporting the general administration of the staff,
- c) Overseeing the training and placement of staff,
- d) Advising on human capital management policies and guidelines,
- e) Processing performance appraisal and management of staff,
- f) Presiding over appeals, promotions and discipline,
- g) Planning and coordination of human capital management activities for efficient and effective delivery of services,
- h) Managing Unit staff records and welfare.

Sub-sections under Human Capital Management section include:

- a) Counselling** - Responsible for taking care of the psychological needs of the IAU officers and its clients.
- b) Records management** - Responsible for receipt, control and maintenance of current and archived records and their storage
- c) Training** - Responsible for identifying the training needs, coordinating training and capacity building for the Unit.

2.3 Legal Section

Legal Section was established *inter alia* to carry out a comprehensive analysis of evidence, which includes evaluation of evidence gathered in the course of investigations and to prepare legal briefs. During the reporting period, the section contributed immensely to the



performance of the Unit and greatly assisted other Sections in achieving their obligations.

Notably, the section represented the Unit in the drafting of the Rapid Reference Guide (*Points to Prove and Sample Charge Sheet*) on the Prevention of Torture Act. The draft was first prepared by the Office of the Director of Public Prosecutions (ODPP) in conjunction with the Office of the High Commissioner of Human Rights (OHCHR) and the Independent Medico-Legal Unit (IMLU).

It is worth mentioning that, the section on behalf of the Director, honored an invitation from The Office of the United Nations High Commissioner for Human Rights to join other key stakeholders to celebrate Human Rights day at the UON auditorium on 10th December 2021. On the same day, the section represented the Unit in the panel discussions on forced disappearance organized by Amnesty International in conjunction with other Civil Societies at Alliance Francaise in Nairobi.

2.4 Complaints Management Section

The Section consists of several sub-sections which are entrusted with the mandate of: -

- a) Receiving and processing complaints;
- b) management of the complaints database;
- c) Liaising with the complainants and updating them on complaints status;
- d) Organizing and maintaining reports on complaints;
- e) Making follow-ups and responding to enquiries made by relevant state and non-state Agencies;
- f) Conducting preliminary investigations and statement recording;
- g) Participating in complaints management review meetings.

2.5 Complaints Management Process

A complaint undergoes a six stage process when received at IAU as follows:

- i. Receiving and Recording of complaints:** at this stage, an aggrieved person presents their complaint either in person, through a written letter, email, phone call, or filling our web form (available by visiting our website). The complainant has the option of providing their details or remaining anonymous. (*Provided details are kept in confidence but complainants are advised to give factual and not malicious allegations*).
- ii. Complaint assessment:** the complaint is analyzed to determine whether it falls within the legal mandate of the Unit.
- iii. 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 the formal investigation is made. Less serious allegations may be referred to the Services and other Agencies.
- iv. Inquiry file opened and compiled:** thorough investigation is conducted where relevant evidence is obtained, statements recorded from witnesses, and informed findings supported by facts and analysis provided.
- v. Recommendation submitted:** Recommendations for disciplinary or any lawful action is forwarded to the Inspector General, National Police Service Commission and/or Office of Director of Public Prosecution.



- vi. Feedback:** the complainant is updated on the outcome of our investigation and the National Police Service apprised on areas that need to be improved on as identified by the investigation.

2.6 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, P.O Box, 1880 – 00200 Nairobi,
 - b) IAU Kisumu office P.O Box, 1387-40100 Kisumu,
 - c) IAU Mombasa office P.O Box, 80602-80100 Mombasa,
 - d) IAU Nakuru office P.O Box, 257-20100 Nakuru,
 - e) IAU Nyeri office P.O Box, 102-10100 Nyeri.
- (iii) Email addresses:
 - a) info@iau.go.ke or internalaffairsunitkenya@gmail.com (Unit Hqrs)
 - b) kisumu@iau.go.ke or kisumuiau@gmail.com
 - c) mombasa@iau.go.ke or mombasaiau@gmail.com
 - d) nakuru@iau.go.ke or nakuruiau@gmail.com
 - e) nyeri@iau.go.ke or nyeriiau@gmail.com
- (iv) Twitter: @IAU_Kenya
- (v) Mobile: 0798 474 619/0120400783
- (vi) WhatsApp: 0758 729 917

2.7 Anonymous Reporting Information System (ARIS) ARIS is a web-based system for receiving complaints against Police Officers through the following channels;

- i. SMS: 40683
- ii. USSD: *683#
- iii. Toll-free number: 0800 721 230
- iv. Web form: www.iau.go.ke

This platform provides an opportunity to report complaints anonymously for complainants who would wish to hide their identity. Whistleblowers and complainants reporting Police misconduct have nothing to fear when interacting with IAU through this system. During the year under review, 74 complaints were received through this channel.



2.8 Investigations Section

Conducting an investigation is the core function of IAU. Once a complaint is received, assessed and found to meet threshold for investigation by the Unit, it is assigned to a team. The Unit's investigations Section provides support and guidance to Unit investigators ensuring timely completion of assigned to them. A completed Inquiry file with findings and recommendations is analyzed by Head of Investigation, handed over to the Legal section for further scrutiny before approval by Director Internal Affairs Unit who forwards it to the Inspector General for direction.

Other functions include; liaising with the Head of complaints management to ensure proper accountability of cases, and ensuring compliance with decisions and orders of the Unit.

2.9 Logistics Section

Logistics is a key section within the Unit mandated to carry out the following functions;

- a) Sourcing, providing and controlling of resources.
- b) Preparation and submission of an annual procurement work plan for the Unit.
- c) Preparation and maintenance of the Unit's infrastructure and support facility.
- d) Provision of the Unit's general stores.
- e) Replacement and maintenance of tools and equipment.
- f) Acquisition of the Unit's stationery, manuals and pamphlets.
- g) Equipping all staff as per the laid downscale of issue.
- h) Keeping records of the Unit's logistical requirements.
- i) Liaison with the Chief Service Armourer on the issuance of firearms to Unit staff.
- j) Organizing regular range practice for the Unit's staff.
- k) Fleet management.

2.10 Intelligence and Surveillance Section

The section supports and complements investigation undertaken by the Unit. It is tasked with the duty to conduct both overt and covert investigations as well as collect intelligence and report misconduct committed by members of the Service. The section was established pursuant to the provisions of Section 87(4c) of the NPS Act, 2011 which envisions the Unit to be more proactive when addressing and dealing with Police misconduct. It is important to note that some heinous acts by the members of the Service may never get to be reported and perpetrators of such acts are never held accountable.

2.11 Data Analysis Section

Liaise with service providers through DCI in requesting data/reports that are then analysed to assist officers in their investigations. It also conducts mobile phone exploitation and Geo-location services for investigators.



2.12 Corporate Communication Section

This section was established according to provisions of the S.S.O (Amendment 2020) to provide the following services:-

- a) Develop Unit communication material, including press releases and social media content.
- b) Maintain digital media archives including photos and videos.
- c) Manage the Unit resource centre and disseminate information to the public.
- d) Create public awareness on Unit's mandate and functions through sensitization and other communications platforms.
- e) Respond to media enquiries and perform media outreach to achieve brand placement in publications.
- f) Plan, coordinate and manage events in the Unit.
- g) Develop in-house journals for publishing such as magazines, annual reports, brochures, articles, newsletters and audio-visual materials.

During the year under review, the Corporate Communication section endeavoured to execute its functions as stipulated above by publishing the IAU Annual Performance Report for the year 2020, Unit Service Charter brochures, fliers, media and roll-up banners, engaged the media through radio talk-shows, and other broadcast media channels. The Section also conducted a public awareness program to sensitize the public on the mandate of IAU.

2.13 Regional IAU Offices

The Regional IAU Officers are responsible to the Director Internal Affairs Unit for: -

- a) The effective administration and operations of the Regional IAU office
- b) Receiving and investigating cases of Police misconduct.
- c) The organization, supervision and efficiency of the Unit in the respective regions; by keeping the Director of Internal Affairs Unit conversant with all trends of complaints against Police in their regions.
- d) Liaison with IAU headquarters on matters of investigation of Police misconduct.
- e) Liaising with the ODPP, IPOA, the Services and DCI within their areas on matters of investigations of Police misconduct.
- f) Preparing and submitting monthly, quarterly and annual returns.
- g) Immediately reporting any serious complaints of Police misconduct to Director IAU.
- h) Personally visiting areas where serious incidents of Police misconduct occurs for purposes of documentation and initiating investigations.
- i) Keep and maintain a record of the facts in respect of any complaint or investigations.

CHAPTER 3. STATISTICAL ANALYSIS OF COMPLAINTS AGAINST POLICE

3.1 Complaints Received

During the year 2021 the Unit recorded a total of 919 complaints as compared to 1043 complaints recorded in the year 2020 which is a decrease of (124)10% complaints.

Table 1. Comparison of Complaints Recorded between 2013 to 2021

Year	2013	2014	2015	2016	2017	2018	2019	2020	2021
Complaints	580	2188	1820	1514	855	950	1139	1043	919

(Source: NPS/IAU)



Figure 1. Complaints Trend

(Source: NPS/IAU, 2021)

3.2 Complaints Received by the Unit through Various Channels.

During the year under review, a total of 74 complaints were received by the Unit through ARIS channel, whereas 845 complaints were reported to the Unit through walk-ins, mails and emails as tabulated below.

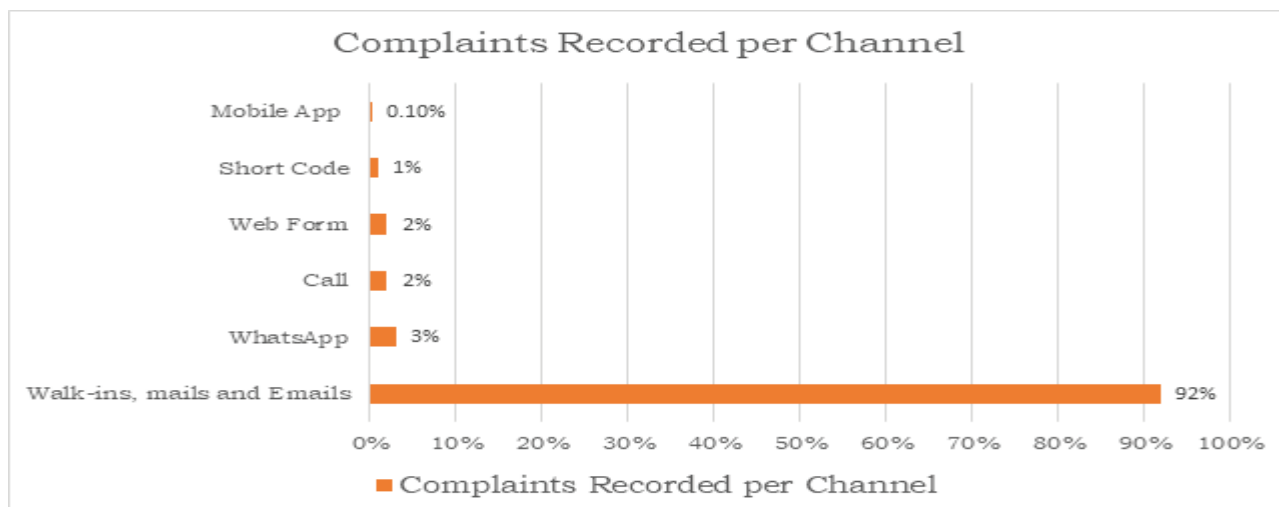
Table 2. Number of Complaints received per channel

Channel	USSD	Mobile App	Short Code	Web Form	Call	WhatsApp	Walk-ins, Mails and emails	Total
Total	0	1	8	17	19	29	845	919
Percentage	0%	0.1%	1%	2%	2%	3%	92%	100%

(Source: NPS/IAU, 2021)



Figure 2. Complaints Recorded by Mode



(Source: NPS/IAU, 2021)

Complaints received through ARIS channel constituted 8% of the total cases received by the Unit, and walk-ins, mails and emails comprised of 92%.

3.3 Complaints Recorded Per Service

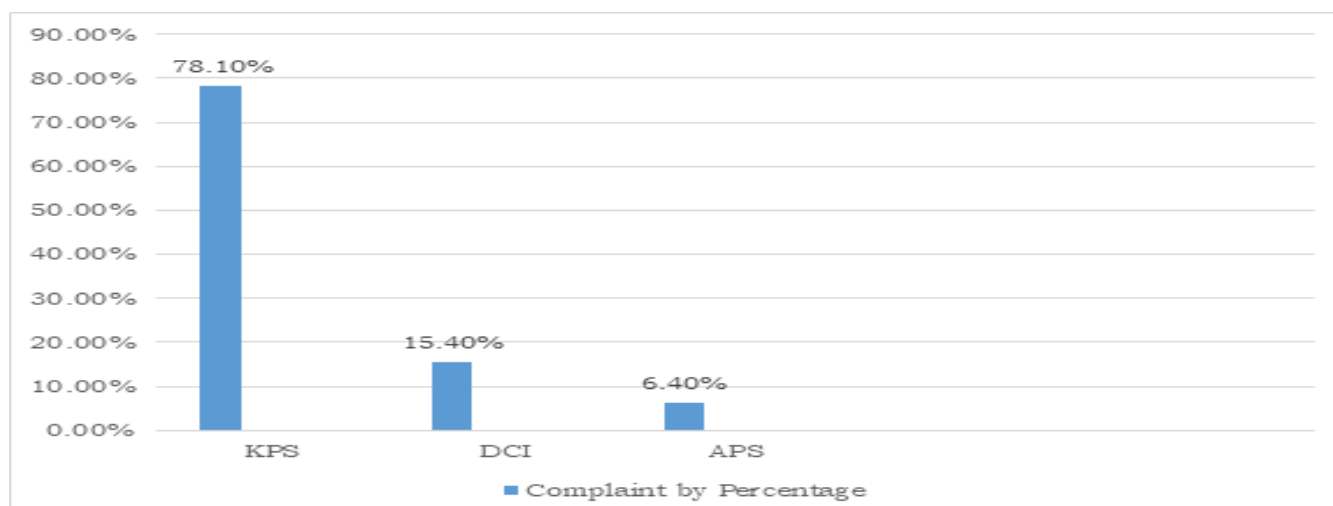
The Unit received 718 complaints against Officers from the Kenya Police Service (KPS), 141 against Officers from the Directorate of Criminal Investigations (DCI) and 59 against Officers from the Administration Police Service (APS).

Table 3. Complaints recorded by Service.

Service	KPS	APS	DCI	TOTAL
No. of Cases Reported	719	59	141	919
Percentage	78.1%	6.4%	15.4%	100%

(Source: NPS/IAU, 2021)

Figure 3. Complaints per Service



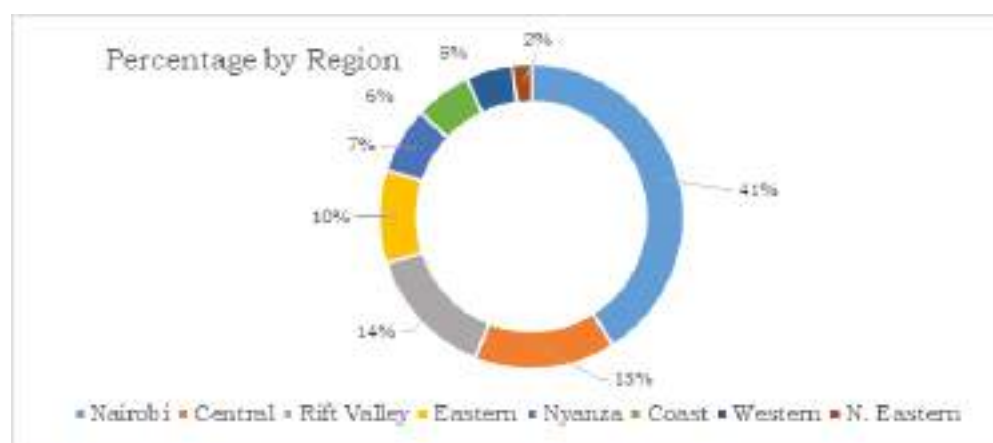
(Source: NPS/IAU, 2021)

3.4 Complaints Received Per Region

Nairobi region reported the highest number of complaints at 41%, Central region was second by recording 15%, Rift Valley region reported 14% and Eastern region stood at 10%. Other regions recorded below 10% as shown in this table

Table 4. Complaints Received per Region

Region/Formation	Number of Complaints Recorded	Percentage
Nairobi	374	41%
Central	136	15%
Rift Valley	131	14%
Eastern	96	10%
Nyanza	66	7%
Coast	52	6%
Western	46	5%
N. Eastern	18	2%
Total	919	100%

*(Source: NPS/IAU, 2021)***Figure 4. Complaints by Region***(Source: NPS/IAU, 2021)***Table 5. Complaints received per County**

S/NO.	County	Number of Complaints
	Nairobi	374
	Kiambu	89
	Machakos	31
	Mombasa	29
	Nakuru	29
	Uasin Gishu	23
	Kisumu	21
	Kajiado	20
	Meru	20
	Kakamega	18
	Murang'a	17
	Kisii	16
	Bungoma	16
	Makueni	13
	Nyeri	12
	Kirinyaga	12



	Kitui	11
	Embu	11
	Migori	10
	Busia	10
	Kericho	10
	Garissa	9
	Bomet	9
	Kwale	8
	Transzoia	8
	Baringo	8
	Laikipia	8
	Kilifi	7
	Homabay	7
	Narok	7
	Siaya	6
	Nyamira	6
	Nyandarua	6
	Mandera	5
	Isiolo	5
	Wajir	4
	Nandi	3
	Tharaka Nithi	3
	Marsabit	3
	Turkana	3
	Lamu	3
	Taita Taveta	2
	Vihiga	2
	Elgeyo Marakwet	2
	Tana River	2
	West Pokot	1
	Samburu	0
	TOTAL	919

(Source: NPS/IAU, 2021)

3.5 Complaints Referred to the Unit by various Agencies

Out of the 919 complaints recorded, 138 were referred to the Unit by other partnering agencies as shown in the table below.

Table 6. Complaint Received from Agencies

Origin	Number of Complaints	Percentage
CAJ	53	38%
Inspector General	34	25%
ODPP	16	12%
IPOA	10	7%
NPSC	8	6%
KNCHR	8	6%
EACC	3	2%
DIG KPS	2	1.2%
CHRJ	1	0.7%
OOP	1	0.7%
AG	1	0.7%
MCK	1	0.7%
Total	138	100%

(Source: NPS/IAU, 2021)

CAJ referred to the Unit 38% of the complaints from agencies, Inspector General directed the Unit to investigate 25%, while 12% were referred by the ODPP. The rest were as shown in the above table.

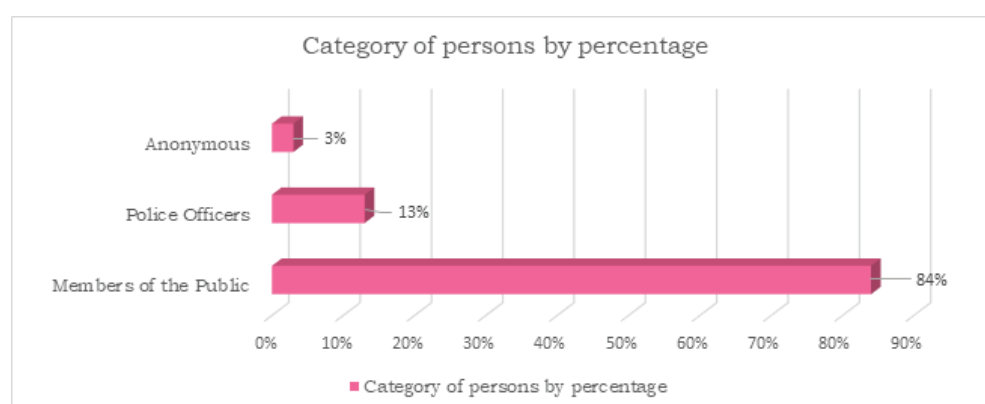
3.6 Complaints Received from Members of the Public and Police Officers.

Out of the 919 complaints received, 763 were from members of the public constituting 84%; Police Officers reported 129 complaints, making 13% of the total number of complaints while 3% were from anonymous persons as shown in the table below.

Table 7. Complaint Received from Members of the Public and Police Officers.

Category of persons	No. Complaints recorded	Percentage
Members of the public	763	84%
Police officers	129	13%
Anonymous	27	3%
Total	919	100%

(Source: NPS/IAU, 2021)

Figure 5. Complaints by Members of Public and Police Officers

(Source: NPS/IAU, 2021)



3.7 Analysis of Complainants by Gender

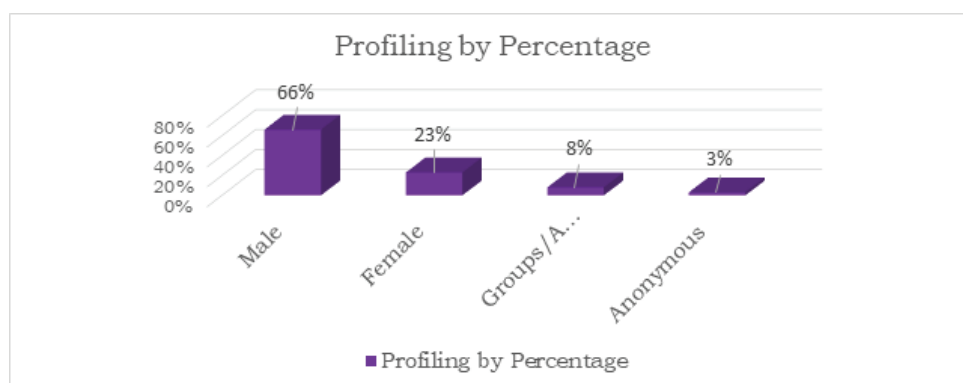
Out of the 919 complaints recorded, 610 were made by male persons, 207 were by female persons. The remaining 75 were by groups of people/associations and 27 were reported by anonymous persons as shown in the table below.

Table 8. Analysis of the Complainants by gender

Gender	Number of complaints	Percentages
Male	610	66%
Female	207	23%
Groups/Associations	75	8%
Unknown/anonymous	27	3%
TOTAL	919	100%

(Source: NPS/IAU, 2021)

Figure 6. Analysis of the Complainants



(Source: NPS/IAU, 2021)

Table 9. Analysis of Police Officers by Gender

Gender	Number of complaints	Percentages
Male	104	80%
Female	19	15%
Group of Officers	6	5%
TOTAL	129	100%

(Source: NPS/IAU, 2021)

Considering 129 complaints submitted to the Unit by Police Officers, 80% of the complainants were male, 15% were female Police Officers while the remaining 5% were from group of Police Officers.

Table 10. Analysis of Civilians by Gender

Gender	Number of complaints	Percentages
Male	506	67%
Female	188	25%
Groups/Associations	69	8%
TOTAL	763	100%

(Source: NPS/IAU, 2021)

Of the 763 complaints received by the Unit from civilians, 67% were reported by known male civilians, 25% were by female civilians and 8% were by Group/Organizations.

3.8 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. 359 were related to Police inaction, 95 Administrative Issues, 89 were of Police Harassment while 79 were related to Bribery, Corruption and Extortion. Out of all the allegations or offences recorded against Police Officers across the Services, the four categories listed above constituted 39%, 11%, 10% and 9% respectively. The remaining 18 categories were below 6% as shown in the table.

Table 11. Allegations Identified by Category of Misconduct

S/NO	Category of Misconduct	Number of Complaints	Percentage
	Police Inaction	359	39%
	Administrative Issues (Promotion, transfers and disciplinary processes)	95	11%
	Harassment & Intimidations	89	10%
	Bribery, Corruption & Extortion	79	9%
	Abuse of Power	44	5%
	Private Matters (Marital, debts and loans)	41	5%
	Physical Assault	40	4%
	Unlawful Detention	39	4%
	Threats to Life	33	3%
	Obstruction of Justice	31	3%
	Abuse of Office	20	2%
	Theft/Robbery	13	1.2%
	Police Negligence in the performance of duty	9	1%
	Death as a result of Police Action	8	1%
	Excessive force/Serious Injury	7	0.7%
	Sexual Offences	5	0.5%
	Aiding a Prisoner to Escape	2	0.2%
	Misuse of Firearm	2	0.2%
	Disobeying Lawful Command or Order	1	0.1%
	Malicious Prosecutions	1	0.1%
	Vexatious and frivolous	1	0.1%
	Torture & Cruel, Inhuman or Degrading Treatment or Punishment	0	0%
	Total	919	100%

3.9 Complaints Processed by the Unit

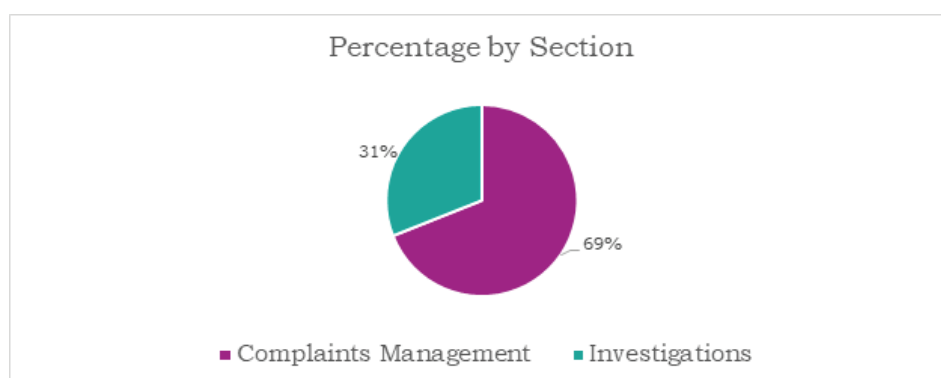
69% of complaints received by the Unit were referred to various Service Commanders while the remaining 31% were handled by the Investigation section.

**Table 12. How Complaints were processed by the Unit**

Dealt by:	Number of Complaints	Percentage
Complaints Management	637	69%
Investigations Section	282	31%
TOTALS	919	100%

(Source: NPS/IAU, 2021)

Complaints Management handled 69% of the complaints by referring to various concerned Police Commanders and forwarding to the Services Headquarters. 31% of the cases were assigned for Investigations and handled by the Investigations Section.

Figure 7. Complaints processed by the Unit*(Source: NPS/IAU, 2021)***Table 13. Status of Complaints Referred to Services and DCI**

Service	No. of Complaints Referred	Finalized	Pending Feedback
NPSC	8	8	0
IG	5	3	2
KPS	464	134	330
APS	31	24	7
DCI	98	13	85
Total	637	213	424

(Source: NPS/IAU, 2021)

Majority of the complaints which were of Police inaction and administrative in nature that needed the attention of various Police Commanders were referred for action with an expectation of feedback. A total of 464 complaints were referred to various Regional Police Commanders within KPS for action. Out of these, the Unit received responses on 134 complaints while 330 complaints were Pending by the time of this review. 31 complaints were referred to APS Commanders to take action and provide feedback. 24 complaints were satisfactorily responded to and 7 were still pending feedback. 98 complaints were channelled to DCI. 13 complaints were acted upon by the DCI Commanders and satisfactory response made to the Unit while 85 complaints were still awaiting feedback.

The distribution on where the complaints were referred and the number of response made is as shown in table 14 below.

Table 14. Status of Complaints Referred by the Unit

	Region/Formation	Total No. of Complaints Forwarded/ Referred	Status	
			Complaints Closed due to satisfactory Feed-back	Pending Feed-back
Forwarded to NPSC		8	8	0
Forwarded to IG		5	3	2
KPS	Referred to;			
	KPS Headquarters	41	38	3
	RPC Nairobi Region	165	35	130
	RPC Rift Valley	60	11	49
	RPC Eastern	56	14	42
	RPC Central	54	12	42
	RPC Nyanza	31	7	24
	RPC Western	20	7	13
	RPC Coast	20	3	17
	RPC NEP	8	1	7
	Railways Police Unit	5	3	2
	General Service Unit	2	1	1
	Diplomatic Police Unit	1	1	0
	KAPU	1	1	0
Total for KPS		464	134	330
APS	APS Headquarters	20	17	3
	SGB	7	6	1
	BPU	1	1	0
	CIPU	3	0	3
Total for APS		31	24	7
DCI	DCI HQ	18	0	18
	RCIO Nairobi	25	3	22
	RCIO Central	17	2	15
	RCIO Rift Valley	12	2	10
	RCIO Eastern	11	0	11
	RCIO Western	6	1	5
	RCIO Nyanza	5	3	2
	RCIO Coast	3	1	2
	RCIO NEP	1	1	0
Total for DCI		98	13	85
	Resolved at the Initial Stage	31	31	0
Grand Total		637	213	424

(Source: NPS/IAU, 2021)

**Table 15. Status of Complaints Investigated.**

Status	No. of Complaints Recorded	Percentage
Pending determination by ODPP	11	4%
Pending advice by IG	11	4%
Forwarded to DIG KPS for implementation of Disciplinary and Administrative Action	16	6%
Forwarded to DCI for implementation of Disciplinary and Administrative Action	2	0.7%
PBC	2	0.7%
Closed after Disciplinary Convictions	2	0.7%
Complaints Resolved/Closed NFPA	32	11%
PUI	206	73%
Total	282	100%

(Source: NPS/IAU, 2021)

Of the 32 complaints resolved, Closed with no further Police action (NFPA) were 29, exonerated 2 and 1 case was taken over by IPOA. The total number of Officers recommended for Disciplinary Action were 19. For criminal cases, total number of Officers were 10.

Table 16. Status of 2020 cases as at 31st December, 2021

Pending determination by ODPP	15	1.4%
Recommended for Disciplinary Action	50	5%
Complaints Resolved/Closed	347	33%
PBC	9	0.9%
PUI	179	17.2%
Referred to Services and DCI Pending feedback	443	42.5%
Total	1043	100%

*(Source: NPS/IAU, 2021)***Table 17. Number of Complaints Pending before Court.**

Year	Cases Pending before Court (PBC)
2020	9
2021	2
Total	11

(Source: NPS/IAU, 2021)



CHAPTER 4. UNIT'S ACHIEVEMENTS

4.1 Promotions/Career Progression

In 2021, Director Internal Affairs Unit was among those elevated. He was promoted from the rank of Assistant Inspector General (AIG) to that of Senior Assistant Inspector General of Police (S/AIG). Several other officers were promoted to respective higher ranks in reward for their good work.

4.2 Honors and Awards

Mr. Mohamed I. Amin, EBS, OGW, 'ndc' (K), Director Internal Affairs Unit received the prestigious Presidential award of Elder of the Order of the Burning Spear (EBS) for his exemplary service to the country in the year 2021.

4.3 Training and Capacity Development

During the year under review, IAU officers attended physical and virtual training programs as summarized below:-

- a) **NPS E-Learning Programme:** The course was jointly developed by the NPS and the UNODC. It was hosted on the global UNODC E-learning Platform.
- b) **Basic Fraud Investigations Training:** 60 officers attended a one-week training sponsored by REINVENT – Kenya. Facilitators were drawn from various specialised branches of DCI, ODPP and IAU.
- c) **ICT Infrastructure Training:** This program was sponsored by the United Nations Office for Project Services (UNOPS). All officers attached at ICT/ARIS section attended this training which was aimed at enhancing their skills in Cyber security, networking and hardware installation.
- d) **Crime Scene Investigations Training of Trainers:** Two officers went through a two week Crime Investigations Training of Trainers (TOT) sponsored by GIZ in partnership with the National Police Service at DCI Academy South C. The training aimed at strengthening Crime Scene Investigation and securing evidence.
- e) **Virtual/online training:**
 - i. Two Officers participated in a three days training in Organized Crime Investigations.
 - ii. One officer participated in a three days Public Corruption and Law Enforcement Techniques virtual training by International Law Enforcement Academy (ILEA) in Gaborone, Botswana.
- f) **Counter-Terrorism Public Spaces training:** Five officers attended one-week training on Data Analysis at Guardia Civil Academy of excellence in Logrono Spain. This program was sponsored by the European Union and implemented by the Guardia Civil Police, Spain.
- g) **Gender Mainstreaming training:**
 - a) 5 officers attended a one-week training at Naivasha sponsored by GIZ.
 - b) One (1) officer attended a two weeks training at Humanitarian Peace Support School (HPSS) Embakasi.
- h) **East Africa Standby Force (EASF) training:** One Officer attended a one-week course on Gender in Peace Support Operation course at KCB Training Centre, Karen.



Senior Supervisory Course: six (6) officers attended a two weeks course at NPSSSC-Emali.



Mr Nyale Munga, S/AIG (Representative of the IG) accompanied by Mr Mohamed I. Amin, S/AIG (Director IAU), Ms Jaki Mbogo (Chief of Party –REINVENT) and Mr James Ndungu (REINVENT) with participants of the Basic Fraud Investigation training at KSG.



Mr. Mohamed I. Amin, EBS, OGW, ndc (K) Director IAU, addressing IAU investigators during closure of Basic fraud investigations training at Kenya School of Government - Nairobi

4.4 Sensitizations

In a bid to create awareness on the mandate of the Internal Affairs Unit, we conducted sensitization programmes for Police officers and members of the public in different places as follows:

- a) Police training institutions; - In collaboration with DIG-KPS, DIG-APS and DCI, the Unit interacted with Police Officers who were undergoing training at different police training institutions. The following institutions were visited by the IAU team; NPC-Kiganjo Main Campus, NPC- Embakasi 'A' campus, NPS- Embakasi 'B' campus and NPSSSC- Emali Field training college. Trainees were taken through the role of IAU in ensuring police professionalism and accountability.
- b) Nyanza Regional public awareness exercise. With the assistance of stakeholders, the IAU Nyanza team led by Mr. Joshua Sakuti, ASP toured parts of Nyanza and Western Region sensitizing members of the public on IAU mandate. Areas visited include Kisumu, Homabay, Kisii, Siaya and Kakamega.
- c) The Unit embarked on a countrywide sensitization journey with the support of the International Justice Mission (IJM). The first phase of this program saw IAU conduct public awareness programs at Mombasa, Kilifi, Kwale and Taita Taveta Counties within the coast Region in December, 2021. The team has a plan of visiting the remaining seven Regions in future with a view of empowering Kenyans with knowledge about the Internal Affairs Unit.



A public awareness exercise conducted at Kisii Cultural Centre on 10/12/2021, courtesy of the KNCHR where IAU Nyanza region team was invited to facilitate.



Nyanza IAU team in company of other facilitators at Kisii Cultural Centre at the end of the KNCHR sponsored event on 10/12/2021.



Facilitators and participants during the public awareness program at Kilifi County on 7th December, 2021.

4.5 Policy and Legislative drafting and review

The Unit participated in reviewing existing policies and also drafting new ones as follows: Improvements and the review of Security Law Amendments Bill, 2020 at the IG's Office.

- a. Drafting of Standard Operating Procedures for Multi-Agency Cooperation amongst ODPP, IPOA, NPSC & NPS sponsored by GIZ.
- b. Review of NPS Act.
- c. Review of SSO.



- d. Drafting of Rapid Reference Guide (*Points to Prove and Sample Charge Sheet*) on the Prevention of Torture Act along with other key stakeholders.
- e. Drafting the Gender Mainstreaming Police framework.
- f. Drafting policy on workplace relationship.
- g. Review of NPSC policies including Discipline, Promotions and Transfers.



Mr Mathias Pombo, SSP, Deputy County Police Commander, Taita Taveta County addresses participants during the Coast Region IAU sensitization program at the Voi CDF Hall on 9th December, 2021.

4.6 IAU Branded File-covers

The Unit procured branded file covers from the Government Printers

4.7 Additional vehicle

The Unit received one additional Motor-Vehicle from the Office of the Inspector General.

4.8 Media Campaigns and Publicity

The Unit held two radio talk shows on broadcast media Spice FM on 1st June 2021 vide <https://youtu.be/M959fGXSz1Y> and Radio Jambo on 3rd June 2021. This support from Transparency International (TI-Kenya) boosted the IAU awareness campaign to higher heights in 2021.

4.9 Annual Classification Exercise and training on newly acquired Firearms

As a requirement in the National Police Service Standing Orders, IAU staff were exposed to the newly acquired firearms within the Police Service and took part in the annual classification exercise and range practice at ASTU-Gilgil in June 2021.



CHAPTER 5 PARTNERSHIP AND COLLABORATION

During the year under review, the Unit maintained the existing cordial relationship with partners from both state and non-state institutions. The following organizations were instrumental in ensuring that IAU executed its mandate through support as shown below: -

Table 18. Partnership and Collaboration

Partner	Received Support
National Police Service Commission (NPSC)	<ul style="list-style-type: none"> • Representation of IAU in two NPSC Committees.
Office of the Director of Public Prosecutions (ODPP)	<ul style="list-style-type: none"> • Provision of day to day legal advice on complaints that are criminal in nature. • Facilitation during the Basic Fraud Investigation Training program at the Kenya School of Government.
German Agency for International Cooperation (GIZ)	<ul style="list-style-type: none"> • Sponsored a two weeks Crime Scenes Investigations Training of Trainers (TOT). • Sponsored drafting of Standard Operating Procedures (SOPs) for Multi-Agency cooperation amongst ODPP, IPOA, NPSC and NPS. • Sponsored gender mainstreaming training.
International Justice Mission (IJM)	<ul style="list-style-type: none"> • Publishing of Internal Affairs Unit communication/ public awareness materials (Brochures and fliers). • Organized a six day media engagement and training program at Mombasa that IAU was represented. • Sponsored public awareness programs at the Coast Region between 5th and 10th December, 2021. • Sponsored and convened a round table meeting on the importance of counselling and psychosocial services within the Criminal Justice System on 17th August, 2021. • Provides sponsorship for quarterly victims and witness psycho-social support network meetings.

<p>Tetra Tech International Development (REINVENT Programme) – Kenya</p>	<ul style="list-style-type: none"> • Sponsored two cohorts of 5 day residential Basic Fraud Investigation Training programs at KSG, Lower Kabete, Nairobi • Facilitated publishing of IAU Annual Performance Report for the year 2020.
<p>The United Nations Office of the High Commissioner for Human Rights (OHCHR)</p>	<ul style="list-style-type: none"> • Sponsored drafting of rapid reference guide (Points to prove and sample charge sheet) on the prevention of torture Act.
<p>The US Embassy</p>	<ul style="list-style-type: none"> • Visited IAU Coast and Nyanza Regional offices and provided an opportunity for the Unit to reflect on its devolvement gains and identify areas of possible support by the Embassy.
<p>Transparency International (TI-Kenya)</p>	<ul style="list-style-type: none"> • Sponsored a three days retreat for the compilation of IAU Annual and statistical Report 2020. • Facilitated publishing of IAU Service Charter and Brochures. • Sponsored two radio talk-shows on Spice FM and Radio Jambo. • Currently sponsoring development of IAU Infotainment.
<p>United Nations Office on Drugs and Crime (UNODC)</p>	<ul style="list-style-type: none"> • Sponsored an e-Learning program on existing NPS Training Manual.
<p>United Nations Office for Project Services (UNOPS)</p>	<ul style="list-style-type: none"> • Currently sponsoring ICT Infrastructure Training for ICT/ARIS personnel.
<p>Independent Policing Oversight Authority (IPOA)</p>	<ul style="list-style-type: none"> • IAU and IPOA complement each other in investigating complaints against Police Officers.

Other organisations that collaborated with the Unit include the Independent Medico-Legal Unit (IMLU), International Committee of the Red Cross (ICRC), Commission on Administrative Justice (CAJ), EACC, KRA, and Amnesty International – Kenya.



Mr Mohamed I. Amin, EBS, OGW, 'ndc' (K) Director IAU and representatives from OHCHR following a presentation at KCB Towers on 27th March, 2021.



Mr Mohamed I. Amin, EBS, OGW, 'ndc' (K), Director Internal Affairs Unit accompanied by representatives from the Office of the High Commissioner for Human Rights (OHCHR) and IAU staff.



Inspector Kennedy Ndeto of ICT/ARIS explaining to a visiting US Embassy representative how the Anonymous reporting information system works.



Mr Mohamed I. Amin, EBS, OGW, 'ndc' (K), Director IAU accompanied by Mr Richard Ngatia, AIG, Commandant ASTU viewing performance of IAU officers during the Annual classification exercise conducted at Gilgil in June 2021.



IAU Participants in the Annual Classification exercise at Gilgil posing for a group photograph with the Director during the opening ceremony on 14th June 2021.

CHAPTER 6. CHALLENGES

- a. Financial constraints and autonomy.
- b. Lack of Integrated Complaints management system.
- c. Location and Office space for the IAU regional office.
- d. Lack of sufficient vehicles and fuel supply for the Unit and its Regional offices.
- e. Inadequate personnel. The approved establishment of the IAU is 1168 However, its current strength is 125 which is about 10% of its ideal establishment.
- f. Non-cooperation especially by some field commanders.
- g. Lack of legal framework for the Unit to follow-up on implementation of made recommendations.
- h. Inadequate office, ICT and Media equipment.
- i. Lack of gadgets and devices for intelligence collection and surveillance.
- j. Client's high expectations and non-cooperation by complainants.
- k. Hindrances resulting from Covid-19 restrictions.
- l. Lack of airtime to some officers and our investigations entail constant communication with complainants.
- m. Delays of Reports or information from Service providers and other Government Departments thus slowing down investigations.
- n. Lack of equipment for Data analysis Section.
- o. Lack of Crime Scene Support Services.



CHAPTER 7. RECOMMENDATIONS

7.1 Recommendations

Despite challenges posed by the effects of COVID-19, amongst other challenges in 2021, the Unit remained focused on delivering quality services to the public. Being an Elections year, 2022 presents unique challenges. Therefore, the Unit is focusing on the following areas towards improving our services:-

7.1.1 Establish an Integrated Complaints Management System

This system will link all sections within the Unit, and enable investigators to fast-track their work at all stages thereby leading to timely completion of assigned tasks.

7.1.2 Enhance the capacity of the already existing four regional offices and devolve the IAU to the remaining four regions

The Unit will be seeking to review and improve the 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.

7.1.3 Enhance Logistical capacity

The Unit requires logistical support to be able to run its programs effectively. Areas of focus include allocation of 21 more motor vehicles to boost its fleet capacity, Office equipment, ICT equipment, Intelligence collection devices and Data analysis equipment.

The Unit is in dire need of additional personnel (Legal Officers, counsellors, photographers, investigators, communication officers as well as ICT experts) for effectiveness.

Financial autonomy will allow the Unit to account for its official financial obligations and streamline its operations in conformity with the laid down standards.

7.1.4 Training on identified areas

Going forward, the Unit seeks to enhance partnership 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 skills thus being more productive and efficient.

7.1.5 Resource Centre

In a bid to encourage knowledge-sharing, improved reading culture, research and preservation of the Unit's history, IAU is seeking to establish a resource centre. It has Benchmarked locally on the best practices and required policies but lacks in implementation due to high acquisition and establishment costs.

7.1.6 Legal framework

The Unit will continue to lobby for clear policies to streamline its operations as well as facilitate enforcement of its recommendations.



7.1.7 Data Analysis

The IG to facilitate in attaching IAU data analysts to the local mobile service providers. A move in this direction will help in fast-tracking access to raw data from the providers and avoid dependence on Criminal Research & Intelligence Bureau (CRIB).

7.1.8 Intelligence-led Investigations

The Unit plans to also focus on misconduct prevention strategies. It is important to note that some misconduct by Police Officers may never be reported hence perpetrators are never held to account. It is against this background that the Unit intends to put more emphasis on intelligence-led investigation and as such we will endeavor to equip our Intelligence and Surveillance section to be able to unearth misconduct before official reporting is made.

7.1.9 Public Education and Advocacy

During the year under review, the Unit was able to conduct sensitization in Mombasa, Kilifi, Kwale and Taita Taveta Counties within the Coast region. The Unit intends to continuously create awareness and sensitization to both members of the Service and the public through vibrant media campaigns.

7.1.10 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 jurisdictions with developed internal policing oversight bodies to bench-mark for best practices.

7.1.11 Baseline survey

To foster and improve more interaction with its audience and get feedback as well as be more responsive to our clients, the Unit will be seeking to conduct a baseline survey across the country.

7.1.12 Multi-Agency engagement

During the year under review, the Unit engaged in multi-agency cooperation with organizations that are geared towards ensuring just and ethical service delivery to the public including CAJ, IPOA, ODPP, and Witness Protection Agency among others. These engagements will continue to be enhanced.

7.1.13 Crime Scene Support Section

The IG to consider having two Gazetted Crime Scene Support Personnel from the DCI seconded to the Unit and be facilitated with the requisite equipment and tools.

7.1.14 Investigations

Allocation of monthly airtime to all IAU officers to facilitate communication of the investigators with the complainants and witnesses. The Unit to obtain the requisite equipment and devices to aid in fast-tracking some of our investigations. The IG to also consider allocating some funds to facilitate witnesses during investigations and court attendance.



CHAPTER 8. CONCLUSION

As envisaged under Sec 87(2b) of the NPS Act 2011, the Unit remains focused on ensuring that the desired uniform standards of discipline and good order in the Service are achieved. Despite the challenges posed by Covid-19 and resultant travel and other restrictions imposed by the government, the year 2021 was a turning point in the improvement of the IAU operations and service delivery.

In the year under review, the Unit was able to make general recommendations that will guide and improve the NPS Operations and Service delivery. These recommendations included the following: -

- i. Need for improved logistical capacity to field commanders. This included recommendations to DIG-KPS to issue a motor vehicles to Mwala and Mosoriot Police stations to ease mobility of officers; construction of a modern S/County Headquarters and procurement of a photocopier for Mosoriot Police station.
- ii. A recommendation was made to DIG KPS to urgently audit the operations of traffic sections within the Kenya Police Service to weed out Police officers who have overstayed in that section.
- iii. DIG-KPS, DIG-APS and Director-DCI to sensitize senior officers at Police stations to be considerate when dealing with officers perceived to be encountering psychological challenges.
- iv. DIG-KPS to allocate enough time for induction of officers converting from GSU to general duties to enable them intergrate well with their new working environment.
- v. Strict vetting of DCI officers assigned to CRIB to avoid misuse of analysis/exploitation gadgets.
- vi. DIG-KPS, DIG-APS and Director-DCI and Director Internal Affairs Unit to advise Field Commanders against entering into any binding agreement for the private use of Police Officers with any person, institution or County Government without following due procedure. Any agreement or contract to strictly adhere to the provision of section 104 of the NPS Act and Chapter 57 of the SSO.

As the Unit strives to discharge its core mandate of receiving and investigating complaints against police, we intend to stay focused on issues affecting officers' welfare to have them addressed by the relevant offices within the Service.

Going forward, the Unit gears up towards continuously improving its operations and subsequently creating a more professional and accountable National Police Service to serve Kenyans better.

APPENDICES

Appendix 1: Cases of Interests

- i. A complaint against a senior officer for threats to kill. *(An example of suspected psychological issue) currently pending determination by ODPP*
- ii. A complaint by a student against Dandora Police Station for assault and unlawful confinement. *(Pending Under Investigations).*
- iii. A Police Officer complained against his senior for assault and threats to life. *(Investigations established that the complainant who is facing several criminal cases in court was the aggressor.)*
- iv. Inquiry into the conduct of traffic Police Officers at Buruburu Police Station. The officers were found to have used members of the public in the collection of bribes along Kangundo road. *(Three police officers were dismissed from the Service).*
- v. Inquiry into demolitions at Mukuru Kwa Njenga in Embakasi. Whereas the scene of the incident is a privately owned parcel of land and the majority of persons are illegal settlers, the recent demolitions which were supervised by the local NGAO officials, Police and NMS led to destruction of property and left many families homeless. *(Pending under Investigations).*
- vi. A criminal case taken over by the Unit from Diplomatic Police Unit. In this case of alleged rape, the accused person is a military officer working with the British Royal Military Police and the victim is an employee of the United Nations. *(COVID 19 hindrances and Diplomatic protocols have caused a delay to investigations).*
- vii. Inquiry into the escape of Masten Milimu Wanjala, a serial killer from Police Custody at Jogoo Road Police Station. *(Case is pending before Milimani Law Courts).*
- viii. A complaint against a senior police officer for unlawful shooting of a civilian in Nyeri *(The case is pending at ODPP with criminal recommendations).*
- ix. A complaint against two Officers for a fraudulent claim of last expense from Pioneer Assurance *(Pending under Investigations).*
- x. Complaint against ATPU and DCI Busia for Police Inaction and involvement in the trafficking of aliens *(multi-agency team to be constituted in Busia County to rescue the girls seen at Liban Hotel and any other girl who may be found at the said premises).*
- xi. Complaint against a senior officer for shooting to death an unarmed Samburu Moran at Sereolipi Shopping Centre. *(Case forwarded to ODPP for advice)*
- xii. A complaint against a Senior Police Officer in Marsabit County for the Theft of public resources, sabotage of police operations, Corruption, interfering with station activities and involvement in drugs and human trafficking. *(Recommendation was made to the NPSC to initiate his removal).*
- xiii. Complaint by employees of Kenya Broadcasting Cooperation against 3 traffic Police Officers in Nakuru for assault and malicious damage *(ODPP advised that Disciplinary action be taken against the three Traffic officers who assaulted KBC staff).*
- xiv. A complaint against Rioma Police Station for excessive use of force leading to the death of 1 civilian within Marani Sub-County *(Pending at ODPP).*



- xv. A complaint by a cross border businessman against two Police officers for demanding with menaces and receiving Ksh. 40, 000/= and sharing among themselves. *(Pending under investigations).*
- xvi. A complaint by the UNHCR against Police Officers Turkana County jointly with others for the Rape of refugee girls in the Kakuma refugee camp. *(This case is pending before court).*
- xvii. A case of Obtaining Money by False Pretence by a senior officer at Londiani Police station. *(Case forwarded to ODPP for advice).*
- xviii. A complaint on a case of fraudulent use of Police fuel Card by an established Police driver. *(Concluded and forwarded to IG for advice).*
- xix. A case of abuse of office by a senior Police Officer in Mukuyuni within Makueni Sub-County. *(Accused officer convicted on two counts and sentenced to two years imprisonment or a fine of Kshs.200, 000/=).*

Appendix 2: Analyzed Statistical Report on Police Misconduct for the year 2021 from Regions/Formations

Cases of Police Misconduct that were dealt with at the Regional/ Formation level were analysed as follows;

Police Misconduct Cases by Action taken

Orderly Room Proceedings (ORP) Cases	Cases Charged Before Court	Cases Under Inquiry	Total
443	52	66	961

Cases charged before Orderly Room Proceedings by Status

Status	No. of Cases
Finalized	298
Ongoing	145
Total	443

Status of Officers Charged Before Orderly Room Proceedings

Status	No. of Cases
Officers suspended	9
Officers dismissed	3
Officers acquitted	6
Officers reprimanded	2
Officers fined	224
Officers awaiting verdict/ with cases pending	115
Total	359

Officers Charged before Court by Status

Status	No. of Cases
Convictions/Dismissals	3
Officers under Interdictions	70
Total	73

Cases Pending Before Court by Nature of Offence

Offence	No. of Cases
Murder C/Sec 203 as read with Sec 204 of the Penal Code	13
Corruption and Extortion	4
Robbery with Violence	3
Grievous Harm Contrary to Sec. 234 Of Penal Code	3
Aiding A Prisoner to Escape Contrary to Section 124(b) of The Penal Code	3
Assault Causing Bodily Harm C/S 251 of Penal Code	5
Abuse of Office C/Sec 101(2) of the Penal Code	4
Malicious Damage Contrary to Section 339(1) as read with Section 339(2)(a) of the Penal Code	2



Illegal Possession of Ammunition C/S to Sec. 4a(1b) of Firearms Act	2
Forgery of Judicial Documents C/Sec 351 of the Penal Code	1
Trafficking Narcotic Drugs	1
Stealing Goods on Transit	1
Human Smuggling C/S 53(2) of Kenya Citizenship Immigration Act No. 12/2011	1
Causing Death by Dangerous Driving C/Sec 46 of Traffic Act Cap 403 Laws of Kenya.	2
Reckless Driving C/Sec 47 (1) of Traffic Act	1
Illegal Grazing and Stock Theft	1
Defilement	2
Assault in Resisting Arrest C/S 103(a) of Penal Code	1
Malicious Damage to Property	
Obtaining money by false pretense	1
Total	51

Cases Pending Under Inquiry by Status

Status	No. of Cases
PUI	48
Forwarded to ODPP for advice	9
Closed by ODPP due to insufficient evidence	6
Officers served with warning letter	2
TOTAL	65



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