



# **INTERNAL AFFAIRS UNIT**

# **ANNUAL PERFORMANCE REPORT 2023**

Service with Integrity





## **INTERNAL AFFAIRS UNIT**

---

### **Vision Statement**

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

### **Mission Statement**

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

### **Motto**

Service with Integrity

### **Core Values**

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

## TABLE OF CONTENTS

ABBREVIATIONS AND ACRONYMS.....	v
PREFACE .....	vii
DIRECTOR'S MESSAGE.....	viii
EXECUTIVE SUMMARY.....	1
SENIOR MANAGEMENT AND SECTION HEADS.....	2
CHAPTER 1. ESTABLISHMENT AND MANDATE.....	3
1.1 Introduction.....	3
1.2 Legal Framework .....	3
1.3 Mandate and Functions .....	3
1.4 Establishment and staffing of the Unit .....	4
CHAPTER 2: UNIT'S STRUCTURE, CAPABILITY AND CAPACITY .....	5
2.1. Introduction.....	5
2.2. Unit's Structure.....	5
2.2.1 Investigation Section.....	5
2.2.1.1 Data Analysis subsection .....	5
2.2.2 Human Capital Management Section .....	5
2.2.2.1 Counseling Section .....	5
2.2.3 Complaints Management Section .....	5
2.2.3.1 ICT and Anonymous Reporting Information System .....	6
2.2.4 Operations Section.....	6
2.2.5 Logistics Section .....	6
2.2.6 Intelligence and Surveillance Section .....	6
2.2.7 Legal Section.....	6
2.2.8 Corporate Communication Section .....	6
CHAPTER 3. COMPLAINTS MANAGEMENT AND STATISTICAL ANALYSIS.....	8
3.1 Complaints Management process.....	8
3.2 Complaints Received.....	10
3.3 Categories of Complainants.....	10
3.4 Categories of Misconduct reported .....	11
3.5 Analysis of Complainants by gender.....	12
3.6 Complaints Received Per Region.....	13
3.7 Complaints referred to the Unit from State Agencies .....	14
3.8 Complaints received and processed.....	15
3.9 Complaints Referred for action.....	15
3.10 Complaints investigated during the year under review.....	17
3.11 Status of complaints reported in 2022 as at 31 December 2023 .....	17
3.12 Cases presented before court since inception and their current status .....	18
3.13 The trend of complaints received and processed since 2013 to 31 December 2023.....	19
CHAPTER 4: PARTNERSHIPS AND COLLABORATIONS.....	20
CHAPTER 5 ACHIEVEMENTS, CHALLENGES AND WAY FORWARD .....	23
5.1 ACHIEVEMENTS.....	23
5.1.1 Public Awareness .....	23
5.1.2 Mental Health and Psychosocial Support Services .....	25
5.1.3 Training.....	25
5.1.4 Promotions, Awards And Commendations .....	30
5.1.4.1 Promotions;.....	30
5.1.4.2 Awards and commendations .....	30
5.2 Challenges and way forward.....	30
APPENDIX 1: CASES OF PUBLIC INTEREST.....	32



## LIST OF TABLES

Table 1: Summary of complaints received (Source: NPS/IAU, 2023) .....	20
Table 2: Categories of Complainants. (Source: NPS/IAU, 2023) .....	20
Table 3: Categories of Misconduct reported (Source: NPS/IAU, 2023) .....	21
Table 4: Analysis of Complainants by gender (Source: NPS/IAU, 2023) .....	22
Table 5: Complaints received per region (Source: NPS/IAU, 2023) .....	23
Table 6: Complaints referred to the Unit from State Agencies (Source: NPS/IAU, 2023) .....	24
Table 7: Summary of complaints received and processed (Source: NPS/IAU, 2023) .....	25
Table 8: Summary of complaints referred for action (Source: NPS/IAU, 2023) .....	26
Table 9: Complaints investigated during the year under review (Source: NPS/IAU, 2023) .....	27
Table 10: Status of complaints reported in 2022 as at 31st December 2023 (Source: NPS/IAU 2023).....	28
Table 11: Cases presented before court since inception and their current status (Source: NPS/IAU, .....	28
Table 12: Trend of complaints received and processed since 2013 to 31 December 2023 (Source: NPS/IAU) .....	29



**LIST OF FIGURES**

Figure 1: Establishment of the Unit ..... 14

Figure 2: The Anonymous reporting channels ..... 18

Figure 3: Complaints Management Process ..... 19

Figure 4: Categories of Complainants ..... 20

Figure 5: Complaints recorded by gender ..... 22

Figure 6: Complaints recorded by Regions ..... 23

Figure 7: Complaints referred to the unit in percentage ..... 24

Figure 8: Trend of complaints received since inception ..... 29



## **ABBREVIATIONS AND ACRONYMS**

APS	Administration Police Service
ARIS	Anonymous Reporting Information System
ASP	Assistant Superintendent of Police
CAJ	Commission on Administrative Justice
CBS	Chief of the Order of the Burning Spear
CI	Chief Inspector
CP	Commissioner of Police
CPC	County Police Commander
CRIB	Criminal Research & Intelligence Bureau
DCI	Directorate of Criminal Investigations
DIG	Deputy Inspector General
EACC	Ethics and Anti-Corruption Commission
EBS	Elder of the Order of the Burning Spear
ECCU	Economic and Commercial Crime Unit
GIZ	German Agency for International Cooperation
GSU	General Service Unit
HR	Human Resource
HSC	Head of State Commendation
IAU	Internal Affairs Unit
IG	Inspector General
IJM	International Justice Mission
IMLU	Independent Medico- Legal Unit
INL	International Narcotics Law Enforcement Bureau
IP	Inspector of Police
IPOA	Independent Policing Oversight Authority
ITEC	India Technical and Economic Cooperation
KNCHR	Kenya National Commission on Human Rights
KPS	Kenya Police Service
KRA	Kenya Revenue Authority
KSG	Kenya School of Government
MBS	Moran of the Order of the Burning Spear
MGH	Moran of the Order of the Golden Heart
MHPSS	Mental health and psychosocial support
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



OGW	Order of the Grand Warrior
ORP	Orderly Room Proceedings
OSU	Operations Support Unit
PBC	Pending Before Court
PUI	Pending Under Investigations
SP	Superintendent of Police
SSO	Service Standing Orders
SSP	Senior Superintendent of Police
TI	Transparency International
UNDP	United Nations Development Programme.
UNHCR	United Nations High Commissioner for Refugees.
UNOPS	United Nations Office for Project Services
OHCHR	Office of the High Commissioner for Human Rights
USSD	Unstructured Supplementary Service Data





## **PREFACE**

Article 244 of the Constitution of Kenya 2010 sets out the objects and the functions of the National Police Service. The NPS Act 2011 came into place to give effect to this Article. This has given fresh impetus to the push for Police reforms and accountability in Kenya. To this effect, the Internal Affairs Unit has been instrumental in supporting the NPS to comply with the provisions of the said Article. The Annual Performance reporting has been an effective tool for IAU to convey feedback to stakeholders and the public on the status of its performance. It has also been a means to comparing initial service delivery projections against the results to determine whether they are on the right course to achieving the objectives.

Based on the various cases of public interest that the Unit investigated during the year under review, it is worth noting that the NPS is on the right track in ensuring Police accountability and discipline. By this report, the Unit has demonstrated that the Police are capable of investigating their own. The Unit has continued to engage the public and other stakeholders on its official website and social media accounts. Of importance to note is the Anonymous Reporting and Information System (ARIS), which has been available to ensure complainants are able to give reports without revealing their identity. This ensures that the public is informed of the progress, key activities and developments taking place within the Unit.

On behalf of the NPS, I would like to appreciate the Officers and staff at the Internal Affairs Unit for their dedication and commitment while discharging their duties. This has enabled the Service to register notable achievements in the areas of Police discipline and accountability despite the drawbacks experienced during the period under review. In conclusion, I would also like to assure the public and other stakeholders of the commitment of the Unit towards the realisation of its mandate.

JAPHET N. KOOME, MGH, EBS, HSC, 'ndc' (K),  
INSPECTOR GENERAL

**NATIONAL POLICE SERVICE &  
PRESIDENT OF AFRIPOL GENERAL ASSEMBLY**





## **DIRECTOR'S MESSAGE**

Since its inception and operationalization, the Internal Affairs Unit has made significant strides in providing internal oversight over the Police. We remain focused in realizing the Vision of the Unit while upholding its values as envisioned in the National Police Service Act and other policy documents.

It is therefore our gratitude to present the Unit's Annual Performance Report for the year ending 31st December 2023 in fulfilment of Chapter 62, Order 2, of the National Police Service Standing Orders.

During the year under review, the Unit received 977 complaints against Police, inclusive of 168 referrals received from Public Institutions, Agencies and eminent Public Offices in the Country. This is an appreciation that the Unit has continued to gain recognition owing to its efficacy in handling complaints. This is also attributed to the unit's deliberate efforts aimed at sensitizing the public on its mandate, including lodging complaints.

However, our success could not have been realized without the collaboration and support received from the National Police Service Commission, the Inspector General of the National Police Service, the Deputy Inspector General of the Kenya Police Service, the Deputy Inspector General of the Administration Police Service, and the Director of the Directorate of Criminal Investigations.

Equally, we acknowledge and appreciate the contribution made by other stakeholders towards the realization of our operational obligations. The collaboration between the Unit, the Office of the Director of Public Prosecutions (ODPP), the Independent Policing Oversight Authority (IPOA), the Ethics and Anti-Corruption Commission (EACC), and the Commission on Administrative Justice (CAJ) has greatly complemented our investigative efforts. Similarly, we would like to appreciate the US Embassy (INL), International Justice Mission (IJM), Office of the High Commissioner for Human Rights (OHCHR), Transparency International (TI), Germany Technical Corporation (GIZ), and REINVENT, among other key partners, for their invaluable support.

The unit remains focused on its obligation to the NPS to support police reforms. In this regard, we will endeavour to entrench professionalism in the Police Service and believe that this report will form a pedestal over which our future engagements will be anchored.

Judy J. Lamet, MBS, OGW  
Director Internal Affairs Unit  
**NATIONAL POLICE SERVICE**



## **EXECUTIVE SUMMARY**

The Internal Affairs Unit is established under Section 87 of the National Police Service Act No. 11A of 2011. However, the Unit began its operations in July 2013.

In the execution of its 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. The Unit also forwards the investigation files to the Director of Public Prosecutions for direction through the Inspector General where investigation establishes criminal conduct.

The foregoing notwithstanding, in the course of performing its mandate of investigations, the Unit may also identify policy gaps and areas that need improvement in creating a conducive working environment for members of the Service.

This report is meant to inform on the performance of the Unit during the year under review. It also presents an overview of its functions as stipulated in the legal and policy framework, command structure, vision, mission, core values, milestones, challenges and the way forward. Similarly, it presents complaints management processes and statistical analysis.

To keep our readers informed of the processes, the report provides information and procedure on lodging complaints to the Unit. We have also provided a summary of our various sections and their role in the overall mandate of the Unit.

Since the operationalization of the Unit in 2013, we have received 12,884 cases. During the year under review, the Unit received 977 complaints whereby 167 were processed and finalized. A comprehensive statistical presentation has been provided in the report to make the reader understand the number of complaints received based on different parameters such as location, demographics, among others.

This report has also provided information about external partners who supported the Unit in various ways in the year under review.



## SENIOR MANAGEMENT AND SECTION HEADS

	Name	Designation
1	Mrs. Judy J. Lamet, MBS, OGW	Director
2	Ms. Mildred Odima,OGW	Deputy Director
3	Mr. Koome Mutea, SSP	Head of Intelligence & Surveillance
4	Mr. Kyalo Muviti, SSP	Regional IAU Officer (Central
5	Ms. Judith Otsembo, SP	Head of Human Capital Management
6	Ms. Catherine Kagwiria,SP	Head of Complaints Management
7	Ms. Betty Jeruiyot, SP	Regional IAU Officer (Coast)
8	Mr. Andrew Wanjama, SP	Regional IAU Officer (Nyanza)
9	Mr. Joshua Ayub Sakuti, SP	Regional IAU Officer (Rift Valley)
10	Mr. Julius Rotich, ASP	Head of Logistics
11	Mr. Michael Boiyo, ASP	Head of Investigations
12	Mr. Hoseah Kipkoech,ASP	Head of operations
13	Ms. Rollah Gatwiri, ASP	D/HCM/Head of Resource Centre
14	Mr. George Nyali, ASP	Head of Training
15	Mr. Daniel Ashikobe, ASP	Head of Investigation Team 1 / Unit Welfare
16	CI George Mwangi Okal	Head of Legal Services
17	CI John Ndungu	Head of Data Analysis
18	CI Elly Odiembo	Head of ICT and ARIS
19	CI Almasi Mangi	Head of Counselling
20	CI Phenny Onyalo	Head of Statistics
21	CI Judy Nyawira	In charge records
22	IP Simon Njiru Jeremiah	Head of Corporate Communication

# CHAPTER 1. ESTABLISHMENT AND MANDATE

## 1.1 Introduction

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.

The head of the Unit is a Director, who is accountable to the Inspector General for the effective and efficient administration of the Unit.

## 1.2 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. National Coroners Act.

## 1.3 Mandate and Functions

The functions of the Unit are set out under section 87(2) of the NPS Act No. 11A of 2011 as read with Chapter 5 of the revised Service Standing Orders (Legal Notice No 208 of 2020) which are as follows;

- a) Receive and investigate complaints against the Police;
- b) Promote uniform standards of discipline and good order in the Service;
- 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 Establishment and staffing of the Unit

The approved establishment of the Unit is 1168 members of staff to be stationed at the Unit’s Headquarters, 8 Regions and 47 County offices. As at 31st December 2023, the Unit had a total of 121 members of staff. Currently, the Unit has four functional Regional Offices; Coast, Nyanza, Rift Valley and Central. There are plans to establish the remaining Regional Offices before embarking on the County offices.



Figure 1: Establishment of the Unit

## **CHAPTER 2: UNIT'S STRUCTURE, CAPABILITY AND CAPACITY**

### **2.1. Introduction**

The Internal Affairs Unit (IAU) is a critical component within the National Police Service whose core mandate is to do an internal oversight of members of the Service. It is dedicated to ensuring accountability, transparency, and integrity within the police Service. With a well-structured framework, the Unit encompasses various specialized sections aimed at effectively carrying out its responsibilities. Therefore, this chapter will delve on the Unit's structure and competency focusing on key sections and their contributions.

### **2.2. Unit's Structure**

For effective coordination of the Unit's operations, Chapter 8 of The National Police Service Standing Orders (Amendment 2020) approved the creation of various sections. The Unit's structure is robust, with clearly defined sections, each contributing to specific aspects of its management. The inclusion of Regional Offices ensures a widespread presence, allowing for a more decentralized and region-specific approach to investigations. These sections include:

#### **2.2.1 Investigation Section**

This section ensures that complaints admitted by the Unit for investigations, are thoroughly and promptly investigated. In doing so, the section makes sure that the investigations adheres to standards specified in the enabling guidelines. The section also undertakes joint investigations with other external agencies, among others.

##### **2.2.1.1 Data Analysis subsection**

The subsection supports investigations through exploitation of mobile communication data and transactions for decision-making.

#### **2.2.2 Human Capital Management Section**

This section manages personnel within the Unit. It handles recruitment, training and development programs. It also processes performance appraisal, presides over appeals, promotions and discipline, manages the welfare of the officers as well as Unit's records, among others.

##### **2.2.2.1 Counseling Section**

This section offers psychosocial support, to the members of the Unit and its clients who are in need. It also works closely with other agencies in the psychosocial network to advice the Unit and promote the staff and clients mental health.

#### **2.2.3 Complaints Management Section**

This section is charged with the responsibility of receiving and recording all complaints made to the Unit and ensures that each complaint is allocated a



reference number. It also updates the complaint management database and compiles statistical analysis of complaints. Similarly, it follows up on cases of police misconduct with the Services. It equally guides on matters enquiries as well as acknowledging of complaints, maintaining feedback mechanisms in the Unit and monitoring of Anonymous Reporting and Information System operations.

#### **2.2.3.1 ICT and Anonymous Reporting Information System**

Leveraging technology, this subsection oversees the implementation and maintenance of an Anonymous Reporting Information System. This promotes a secure channel for reporting misconduct without fear of reprisal, enhancing the unit's efficiency in collecting crucial information.

The Unit demonstrates a commendable capacity and capability to carry out its mandate effectively through the application of technology. This is made possible with the support of ICT subsection.

#### **2.2.4 Operations Section**

This section co-ordinates all activities of the Unit Sections, Regional, County offices and ensuring high performance levels in all operations of the Unit; Conducts and prepares regular inspection reports and provision of security for the Unit among others.

#### **2.2.5 Logistics Section**

This section deals with the provision of logistics, and infrastructural requirements of the Unit. It also prepares procurement plans and maintains the Unit's infrastructures and motor vehicles among others.

#### **2.2.6 Intelligence and Surveillance Section**

Among other functions, the section is tasked with duty to conduct both overt and covert investigations as well as collecting intelligence and reporting misconduct committed by the members of the Service. It enables the Unit to identify and have a holistic understanding of prone areas where officers are likely to engage in one form of misconduct or another. It also helps identify officers flouting laid down procedures hence acting as deterrence.

#### **2.2.7 Legal Section**

The section is responsible for giving advice and guidance on legal matters in respect to investigations and other operations of the Unit. It acts as liaison with all agencies on matters on civil and criminal justice among others.

#### **2.2.8 Corporate Communication Section**

The Section ensures effective communication with the public, media, and other stakeholders by engaging them in an objective, well-orchestrated, and strategic approach in a bid to manage brand perception, create a favorable point of view, and prompt desired behaviors internally and externally among all stakeholders.

Through a result-based collaboration, the Director, Mrs. Judy J. Lamet, MBS, OGW, has embraced the reorganization of IAU to achieve a new look for effective service delivery. Alongside strategic communication, she has engaged all our partners objectively in a holistic approach, which has resulted in more partners supporting the Unit in capacity building for more efficient and effective service delivery.



*Equipping Corporate communication for efficient, prompt coverage and public engagement by the INL-US Embassy*



*Equipping and reorganization of the library/ resource Centre to boost research capacity*



*Prompt reporting on achievements, challenges, and goals to stakeholders to build trust, credibility, and reputation among the Public, Media, Partners, and all Stakeholders—report publishing courtesy of IJM*

## CHAPTER 3. COMPLAINTS MANAGEMENT AND STATISTICAL ANALYSIS

### 3.1 Complaints Management process

When a complaint is lodged with the Unit, it undergoes a five-stage process explained here below:

- i. **Receiving and Recording of complaints:** The aggrieved party presents his/her complaint either in person through; a letter, email, phone call or filling our web form. The complainant has the option of providing their details or remaining anonymous. On receipt of the complaint, the same is acknowledged and recorded pending assessment.
- ii. **Complaint assessment:** The complaint is assessed to determine whether it meets the threshold, and if it falls within the legal mandate of the Unit before further action is taken.
- iii. **Investigations:**
  - a) **Preliminary inquiry:** During the preliminary inquiry, facts and evidence including complainant statements are gathered before a decision to proceed with the full investigation is made.
  - b) **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 evidence adduced.
- iv. **Recommendation submitted:** the finalized inquiry file with recommendations is forwarded to the Inspector General, the National Police Service Commission or Office of Director of Public Prosecution where criminal culpability is established.
- v. **Feedback:** The complainant is informed regarding the outcome of the investigations.

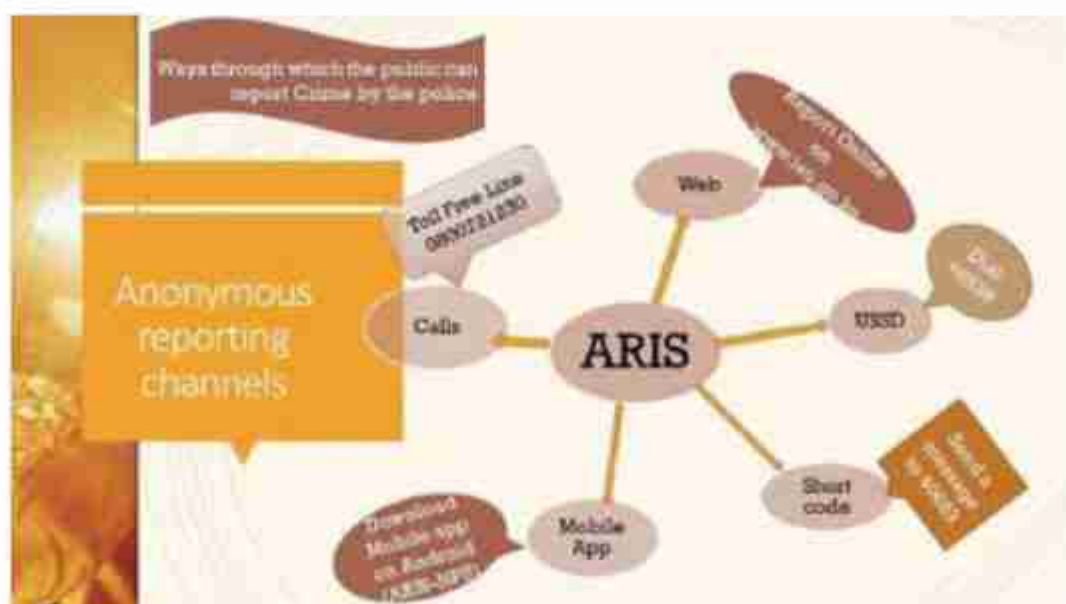
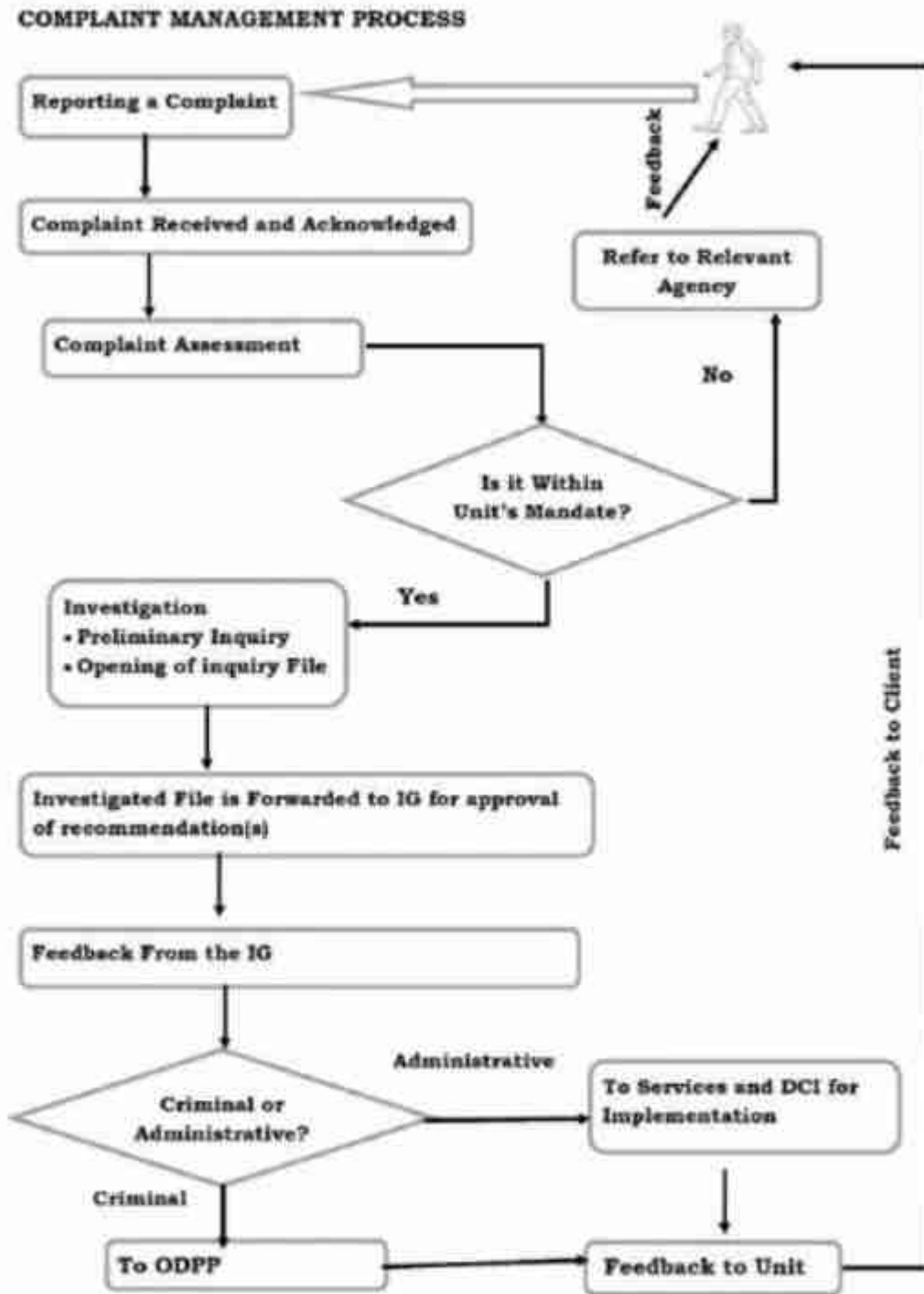


Figure 2: The Anonymous reporting channels

Figure 3: Complaints Management Process



### 3.2 Complaints Received

During the year under review, the Unit recorded and processed 977 complaints. Out of these, 735 were against Officers from the Kenya Police Service (KPS), 188 against Officers from the Directorate of Criminal Investigations (DCI), 53 against Officers from the Administration Police

SERVICE	KPS	DCI	APS	IAU	TOTAL
No. of Cases Reported	735	188	53	1	977
Percentage	75.23%	19.24%	5.42%	0.1%	100%

Table 1: Summary of complaints received (Source: NPS/IAU, 2023)

### 3.3 Categories of Complainants.

Complaints reported to the Unit were mainly received from members of the public, Police Officers and groups/organizations as shown in the table below.

Category of complainants	No. Complaints recorded	Percentage
Members of the public	849	86.8%
Police officers	104	10.6%
Groups/Organizations	22	2.4%
Anonymous	2	0.2%
Total	977	100%

Table 2: Categories of Complainants. (Source: NPS/IAU, 2023)

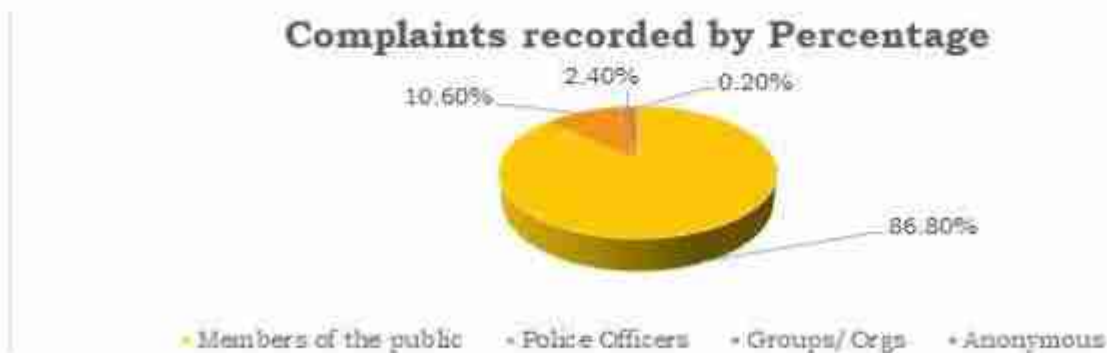


Figure 4: Categories of Complainants

The analyzed report above shows that Members of the public reported the most complaints at 86.80%, Police Officers stood at 10.60%, Groups/Org at 2.40% while anonymous persons at 0.20%.

### 3.4 Categories of Misconduct reported

The complaints received ranged from Police inaction, harassment, corruption, threat to life and death as a result of police action among others as tabulated in table 2 below:

S/ NO	Category of Misconduct	Number of Complaints	Percentage
1.	Police Inaction	411	42%
2.	Harassment & Intimidations	86	8.7%
3.	Bribery, Corruption & Extortion	62	6.3%
4.	Administrative Issues (Promotion, transfers and disciplinary processes)	40	4.1%
5.	Obstruction of Justice	74	7.5%
6.	Threats to Life	41	4.2%
7.	Unlawful Detention	37	3.9%
8.	Abuse of Office	56	5.7%
9.	Private Matters (Marital, debts and loans)	37	3.7%
10.	Abuse of Power	38	3.9%
11.	Physical Assault	24	2.5%
12.	Theft/Robbery	36	3.6%
13.	Police Negligence in the performance of Duty	6	0.7%
14.	Sexual Offences	1	0.1%
15.	Malicious Prosecutions	21	2.2%
16.	Death as a result of Police Action	2	0.3%
17.	Excessive force/Serious Injury	NIL	0%
18.	Misuse of Firearm	1	0.1%
19.	Torture & Cruel, Inhuman or Degrading Treatment or Punishment	2	0.3%
20.	Disobeying lawful orders	1	0.1%
21.	Defamation	1	0.1%
	<b>Total</b>	<b>977</b>	<b>100%</b>

Table 3: Categories of Misconduct reported (Source: NPS/IAU, 202

### 3.5 Analysis of Complainants by gender

The Male complainants formed the bulk of the complaints filed with the Unit within the year under review as illustrated below;

Gender	Number of complaints	Percentages
Male	644	66%
Female	254	26%
Others(Groups/Anonymous)	79	8%
<b>TOTAL</b>	<b>977</b>	<b>100%</b>

Table 4: Analysis of Complainants by gender (Source: NPS/IAU, 2023)

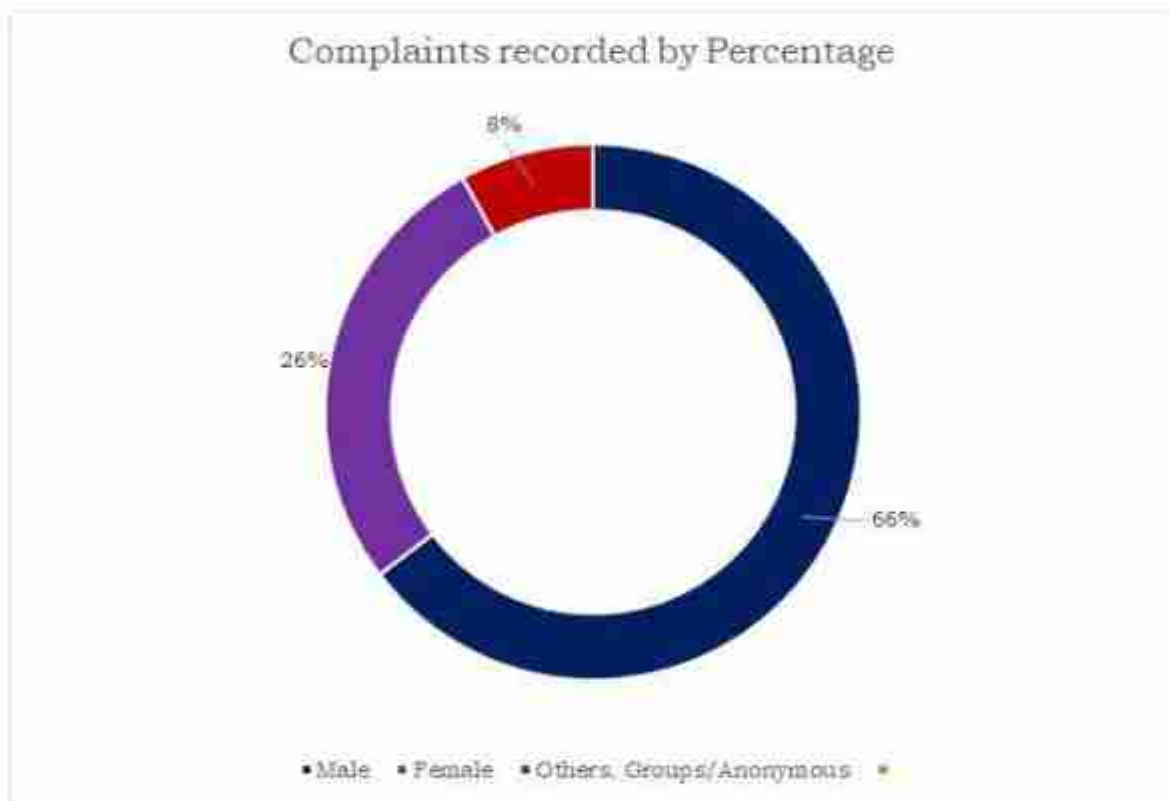


Figure 5: Complaints recorded by gender

### 3.6 Complaints Received Per Region

According to the Complaints filed with the Unit, the analysis indicates that Nairobi region recorded the highest number of complaints of the eight regions as illustrated below:

Region/Formation	Number of Complaints Recorded	Percentage
Nairobi	418	43%
Central	134	13%
Eastern	118	12%
Rift Valley	141	14%
Coast	51	5%
Nyanza	65	7%
Western	44	5%
N. Eastern	6	1%
<b>Total</b>	<b>977</b>	<b>100%</b>

Table 5: Complaints received per region (Source: NPS/IAU, 2023)

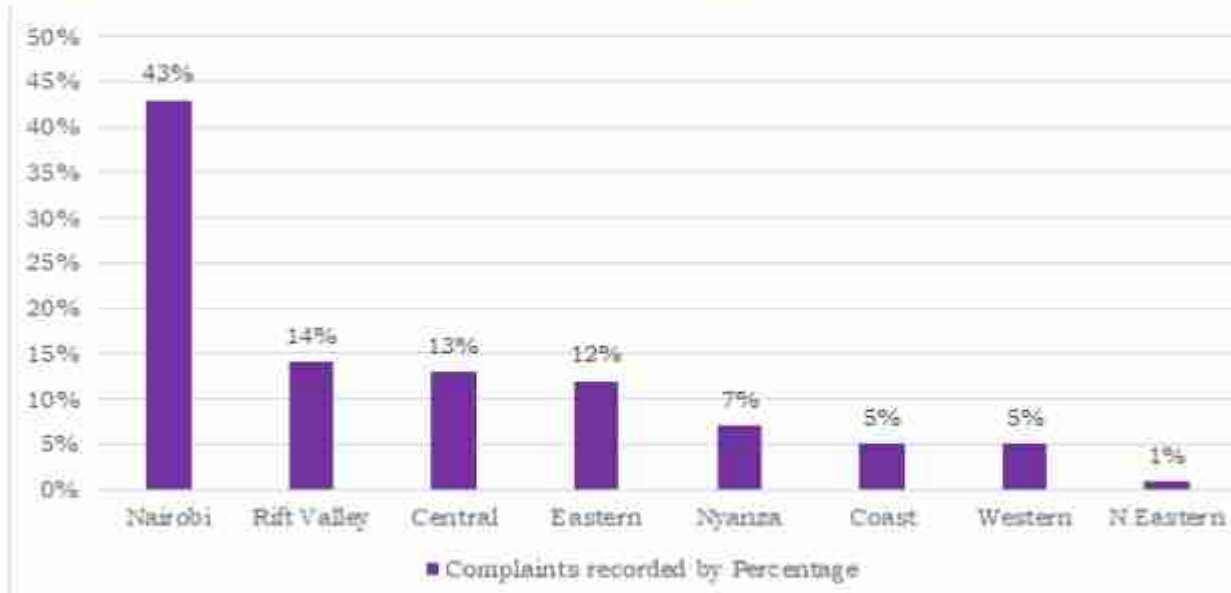


Figure 6: Complaints recorded by Regions

### 3.7 Complaints referred to the Unit from State Agencies

Out of the 977 complaints against police recorded, 168 were referred to the Unit from various State agencies as illustrated below.

Origin	Number of Complaints	Percentage
ODPP	58	33%
Inspector General	12	6.5%
CAJ	65	38%
IPOA	3	2%
EACC	6	5%
NPSC	2	1%
KNCHR	10	6%
DIRECTOR DCI	6	5%
DIG KPS	2	1%
DIG APS	2	1%
MINISTRY OF INTERIOR	2	1%
<b>Total</b>	<b>168</b>	<b>100%</b>

Table 6: Complaints referred to the Unit from State Agencies (Source: NPS/IAU, 2023)

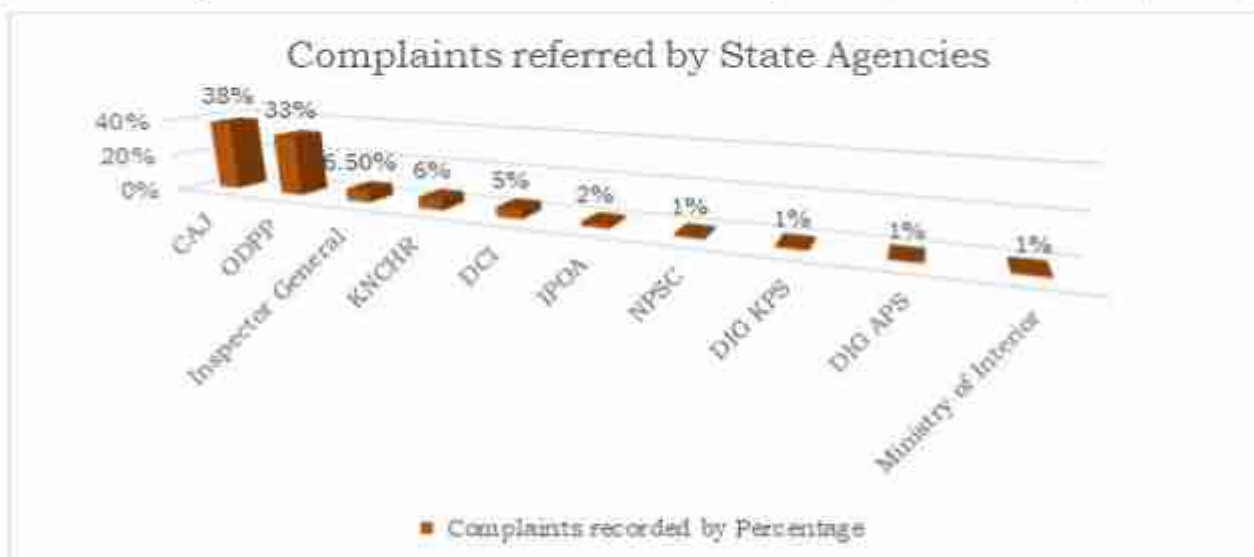


Figure 7: Complaints referred to the unit in percentage

### 3.8 Complaints received and processed

Complaints received by the Unit during the year under review, were either referred or investigated depending on the nature of the complaint as illustrated below.

Action taken	Number of Complaints	Percentage
Referred	482	50%
Investigated by the Unit	460	39%
Resolved at the Initial Stage	21	0.7%
Pending assessment by Legal	14	1.4%
<b>TOTALS</b>	<b>977</b>	<b>100%</b>

Table 7: Summary of complaints received and processed (Source: NPS/IAU, 2023)

From the above table, a total of **482** complaints were referred to the Services for action and **460** complaints were investigated by the Unit. The remaining **21** complaints were resolved at the initial stages whereas **14** complaints were pending Legal Office for assessment.

### 3.9 Complaints Referred for action

The statistics regarding where the complaints were referred for action and the subsequent feedback is as tabulated as shown;

Service/ Directorate Forwarded/ Referred	Region/Formation	Total No. of Complaints	Status	
			Feedback received/ case closed	Pending Feedback
KPS	KPS Headquarters	28	6	22
	RPC Nairobi Region	123	16	107
	RPC Rift Valley	54	9	45
	RPC Eastern	59	9	50
	RPC Central	44	15	29
	RPC Nyanza	25	6	19
	RPC Western	16	1	15
	RPC Coast	12	1	11
	RPC NEP	4	2	2
	Railways Police Unit	1	1	0
	General Service Unit	1	-	1
	Traffic Police	1	1	0
	NPC Kiganjo	2	1	1
	Tourist Police Unit	1	0	1
	Inspector General	1	1	0
	<b>Total</b>	<b>372</b>	<b>69</b>	<b>303</b>
APS	APS Headquarters	14	5	9
	SGB	1	1	0
	CIPU	3	3	0
	<b>Total</b>	<b>18</b>	<b>9</b>	<b>9</b>
DCI	DCI HQ	39	3	36
	RCIO Nairobi	22	2	20
	RCIO Central	7	0	7
	RCIO Rift Valley	6	0	6
	RCIO Eastern	9	2	7
	RCIO Western	6	2	4
	RCIO Nyanza	3	0	3
	RCIO Coast	1	0	1
	RCIO NEP	0	0	0
	<b>Total</b>	<b>93</b>	<b>9</b>	<b>84</b>
<b>Total</b>		<b>482</b>	<b>87</b>	<b>395</b>

Table 8: Summary of complaints referred for action (Source: NPS/IAU, 2023)

From the table above, out of the **482** complaints dealt with, **372** were referred to different Commands within the Kenya Police Service. **93** were referred to Commands within the DCI Commands and formations. **18** within Administration Police Service. **87** were resolved and closed while **395** were still pending feedback as at 31st December, 2023.

### 3.10 Complaints investigated during the year under review

A total of 495 complaints were investigated by the Unit and their status were as shown in the table below.

Status	No. of Complaints Recorded	Percentage
Pending determination by ODPP	2	0.4%
Pending at IG	5	1.0%
Forwarded to NPSC for Administrative Action	1	0.1%
Forwarded to DIG KPS for Administrative Action	7	1.4%
Forwarded to DCI for Administrative Action	2	0.4%
Forwarded to DIG APS for Action	1	0.1%
Complaints Resolved/Closed NFPA/withdrawn	70	14%
PUI	393	79.3%
Complaints pending assessment by Legal	14	2.8%
<b>Total</b>	<b>495</b>	<b>100%</b>

Table 9: Complaints investigated during the year under review (Source: NPS/IAU, 2023)

As per table 9 above, of the 495 complaints assigned for investigations, 70 were closed with no further Police action (NFPA). 2 cases were pending determination by the ODPP and 5 were pending direction by the IG. 7 forwarded to DIG KPS for administrative action, 2 forwarded to DCI for administrative action, 1 to DIG APS for administrative action, whereas 393 were still pending under investigation as at 31st December, 2023.

### 3.11 Status of complaints reported in 2022 as at 31 December 2023

During the year under review, the Unit continued to investigate complaints that were registered in 2022. As at 31st December, 2023, 5 cases were found to be pending determination by ODPP, 5 complaints pending at IG's Office, 25 cases were recommended for disciplinary action, 299 Complaints were Resolved/ Closed, 4 were pending before court, 154 were still pending under investigations and 393 which were referred to various commands within Services and DCI were still pending feedback.

Status of complaints reported in 2022 as at 31st December 2023	
Referred to Services and various Police Commanders pending feedback	393
Closed NFPA	299
Pending at IG's Office	5
Pending at ODPP	5
Forwarded to DIG's and DCI for administrative action	25
Insufficient information	2
Pending Before Court	4
Withdrawn before Court by Complainant	2]
Forwarded to IPOA	10
Pending under investigations	154
<b>Total Complaints received</b>	<b>899</b>

Table 10: Status of complaints reported in 2022 as at 31st December 2023 (Source: NPS/IAU 2023)

### 3.12 Cases presented before court since inception and their current status

A total of 19 complaints were registered in court between the year 20213 and 2023. Withdrawn before court were 3 and conviction 1. The total number of complaints that were pending before court as at 31st December, 2023 were 15 cases.

Year	Total Cases presented before Court
2013-2020	2
Complaints registered in 2021	10
Complaints registered in 2022	4
Complaints registered in 2023	3
<b>Total</b>	<b>19</b>
Withdrawn before Court for Alternative Dispute Resolution Mechanism ( ADRM)	3
Convictions	1
PBC	15

Table 11: Cases presented before court since inception and their current status (Source: NPS/IAU,

### 3.13 The trend of complaints received and processed since 2013 to 31 December 2023

The analysis below shows the number and the trend of complaints against Police received by the Unit since inception. .

Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Complaints	580	2188	1820	1514	855	950	1139	1043	919	899	977

Table 12: Trend of complaints received and processed since 2013 to 31 December 2023 (Source: NPS/IAU)



Figure 8: Trend of complaints received since inception

## **CHAPTER 4: PARTNERSHIPS AND COLLABORATIONS**

The Internal Affairs Unit would encounter various challenges in fulfilling its duties without forming partnerships with both governmental and non-governmental organizations. Nevertheless, the Unit achieved significant progress through coordinated efforts, joint operations, and resource-sharing with stakeholders. The following are key instances of support from some of our partners during the period under review:

1. The International Justice Mission Kenya (IJM) has been supportive in the implementation of the Unit's skills development initiatives and assisted in preparation of the 2022 Annual Performance Report. They also organization training on self-care and multi-urgency approach in disposing a case and handling of victims of trauma. Similarly, they sponsored the launching of a booklet dubbed the "The Role of Psycho-social Support in Advancing Justice" authored by Psycho-social Support Network where the Unit is a member. Further, they sponsored the development of Tripartite Agreement on the investigation of serious human rights violation by the police as well as training of the Unit's investigators on the same.
2. Transparency International Kenya (TI) was supportive in the organization of the NPS Anti-Corruption Awareness Forum which the Unit leveraged on to sensitize participants with regards to its mandate.
3. The High Commission of India in Nairobi, in collaboration with the India Technical and Economic Cooperation (ITEC), sponsored one of the Unit's investigators to attend a course on Certified Cyber Crime Investigation Techniques, held in Gujarati India.
4. The Office of the Director of Public Prosecutions (ODPP) provided valuable assistance in reviewing and approving complaints with criminal implications.
5. The Independent Policing Oversight Authority (IPOA) was supportive in the joint operations and in the training of newly deployed investigators.
6. The Directorate of Criminal Investigations (DCI) was pivotal in collaborative efforts and partnering in training of the Unit investigators in areas such as forensic investigation, cybercrime investigation, advanced crime scene management among others.
7. The NPS Colleges, including the Main Campus and Embakasi A Campus, played a crucial role in training Unit officers for promotions and provided platforms for the Unit to educate trainees.



*(Above) IJM Kenya Monitoring, Evaluation, Research, and Learning (MERL) delegation when they paid a courtesy visit to IAU HQ*



*(Above) IAU Director Mrs. Judy J. Lamet, MBS, OGW (2<sup>nd</sup> left) with the Executive Director Transparency International Ms. Sheila Masinde (2<sup>nd</sup> right) and representatives from the two institutions during a courtesy visit*



*The Director for INL, Mr. Kevan Higgins of the US Embassy (2nd right) and the Director IAU Mrs. Judy J. Lamet, MBS, OGW (Centre) during a courtesy visit*



*A courtesy visit by a delegation from IPOA at IAU HQ led by Commissioner Ms. Fatuma Mohamud (Right)*

## CHAPTER 5 ACHIEVEMENTS, CHALLENGES AND WAY FORWARD

### 5.1 ACHIEVEMENTS

During the year under review the unit made the following achievements;

#### 5.1.1 Public Awareness

The Unit was involved in various outreach and community engagement activities, some of which were organized by partners. The activities included the following;

- Participated in the Mombasa and Nairobi International Trade Fares in September and October 2023, respectively.
- Sensitized members of the public during the opening of Mukuru Community Social Justice Centre (Courtesy of IJM and ODPP), in October 2023.
- Sensitized members of the public during a Result Based Collaborative Venture under the theme “Community Consultative Dialogue” in Kiambiu Community Justice Centre (courtesy of IJM) in December 2023.
- Sensitized members of media during the 4th Media Training Program organised by IJM at the Voyager Beach Resort in Mombasa in October 2023.



*IG Mr. Japhet N. Koome, EBS, HSC, 'ndc' (R) accompanied by the DIG APS Mr. Noor Gabou, CBS, OGW among other top NPS leadership engaging with IAU exhibitors at the IAU stand in Nairobi International Trade Fair in September 2023.*



*Sensitized members of the public during the opening of Mukuru Community Social Justice Centre (Courtesy of IJM and ODPP) in October 2023*



*Result Based Collaborative Venture under the theme "Community Consultative Dialogue" in Kiambia Community Justice Centre (courtesy of IJM) in December 2023*



*Internal Affairs Unit attended the annual commemoration of the disappearance and murder of Willie Kimani, Joseph Muiruri, and Joseph Mwendwa (the Mavoko 3) in Kenya alongside other key stakeholders in the Criminal Justice System at the Sarova Stanley Hotel on June 23rd 2023, where the Unit expounded on its role in internal Police oversight.*

### **5.1.2 Mental Health and Psychosocial Support Services**

Mental health and psychosocial support (MHPSS) is a crucial service in the Unit. It restores people's ability to take care of themselves and others. The Unit has a well-established Psychological Counselling Section and a childcare support office to assist psychologically disturbed staff and clients.

During the year under review, we had eighteen clients. Ten were male and eight were female. Out of these, sixteen successfully completed their sessions whereas two are still undertaking sessions.

Counsellors from the Unit participated in the development and launching of a booklet dubbed "the Role of Psychosocial Support in Advancing Justice". They also participated in the sensitization of various state and non-state actors within the criminal justice system regarding the above-mentioned booklet.

### **5.1.3 Training**

The Unit regards training as a foundational step in ensuring that investigators discharge their duties effectively and efficiently. It is also a way to keep them up-to-date with contemporary and crucial information for the best practice in their roles.

As a result of the trainings, the unit has been able to produce a pool of professional investigators with a long-term commitment to discharge their mandate. Below are notable training activities undertaken during the period under review;

1. Twenty four investigators undertook a five day Induction Training at the Gem Hotel in Naivasha before their deployment.
2. The Unit conducted a three-day in-house Skills Development training for its investigators. The program is ongoing and so far, sixty three investigators have been trained.
3. One officer was trained on Certified Cyber Crime Investigation Techniques at Gujarati in India. The training was organised and sponsored by the High Commission of India in collaboration with the India Technical and Economic Cooperation (ITEC).
4. Three officers undertook online training sponsored by the United Nations. Two of them were trained on Disability Mainstreaming for Police Officers whereas one officer undertook a training dubbed '160 Girls ELF Defilement Investigation Training'.
5. One officer trained on a course dubbed 'Cold Case/ No-Body Homicide Investigations and Prosecution', held at Wilmington University Criminal Justice Centre in New Castle Delaware, USA, sponsored by the US Embassy in Nairobi.
6. The Unit sensitized police officers who were undertaking various courses as shown in the table below at NPS Colleges as shown;

Date	No. of participants	Course Number	Course Title	Campus
22/3/2023	66	1&2/2022	Station Commanders Course	NPS College Embakasi B Campus
19/4/2023	145	1 – 5/2022	Special SOIP Course	NPS College Embakasi B Campus
20/3/2023	200	1/2022	Special SOIP Graduate Course	NPS College Embakasi A Campus
23/6/2023	71	1&2/2023	NCO – Development Course	NPS College Embakasi B Campus
2/10/2023	430	1/2023	CI Supervisory and Command Course	NPS College Embakasi A Campus
9/10/2023	68	3&4/2023	NCO – Development Course	NPS College Embakasi B Campus
7/10/2023	40	N/A	4th Media Training Program	The Voyager Beach Resort Mombasa
9/3/2023	5	N/A	Training of Trainers program for investigators drawn from NPS, ODPP and IPOA on the Tripartite agreement for the investigation of serious human rights violations by the police.	Lake Naivasha Resort



*The then Director IAU Mr. David Birech & Ms. Rosemary Kuraru - Director of Human Capital Management, IG's office during the opening of a five day induction training of the 24 newly deployed IAU Officers at Naivasha Gem Hotel in March 2023.*



*The then Deputy Director Mr. Juma Mashua, OGW (Centre) Mr. George Nyali (right) Ms. Rollah Gatwiri, left and the IAU staff during the opening of an in-house Skills Development training.*



*IAU Investigators were part of Certified Cyber Crime Investigation Techniques training at Gujarati in India. The training was organized and sponsored by the High Commission of India in collaboration with the India Technical and Economic Cooperation (ITEC) in December 2023.*



*The head of Logistics IAU Mr. Julius Rotich Sensitizing the CIP's supervisory and command course Trainees on the role of IAU in policing at NPS 'A' Campus in October 2023.*

## 5.1.4 Promotions, Awards And Commendations

### 5.1.4.1 Promotions;

In the period under review, a number of Officers were promoted to the next ranks;

S/NO	Rank	Total Number
1	AIG to SAIG	1
2	CP to AIG	1
3	SSP to CP	1
4	ASP to SP	4
5	IP to CI	8
6	SPECIAL SOIP	1

### 5.1.4.2 Awards and commendations

One officer earned an award of the Order of the Grand Warrior of Kenya (O.G.W) in recognition of an outstanding service rendered to the country.

## 5.2 Challenges and way forward

Highlighted here below are some of the challenges experienced during the year under review and possible mitigation measures;

S/No.	Challenges	Way forward
1.	Lack of financial Autonomy	Designate the Director IAU as AIE holder
2.	Limited mobility owing to lack of vehicles	Source for additional vehicles for the unit
3.	Under-staffing	Undertake gradual recruitment of staff to improve productivity and service delivery
4.	Slowed adaptability to Police reforms and change of attitude by both Police and Public	Full implementation of Police reforms
5.	Inadequate visibility of the Unit	Upscale sensitization and outreach programs

6.	Slowed decentralization of services to in compliance with the legal provisions	Mobilize resources for decentralization of IAU services to the Counties
7.	Slowed implementation of training projections	Embrace stakeholders collaboration and explore in house training programs for skills development
8.	Manual management of complaints	Develop automated case management system
9.	Inadequate enforcement mechanisms for the Unit's recommendations	Advocate for both policy and legislative review to facilitate the implementation of the Units recommendations
10.	Lack/delayed feedback on cases referred to the services and the DCI	Establish a monitoring committee which would be making periodical follow up on all complaints referred to the Services and DCI
11.	Lack of direct linkages between the Unit and the Telcos resulting to delayed processing of data requests.	Establish a direct link between the unit and the Telco's

## **APPENDIX 1: CASES OF PUBLIC INTEREST**

1. Complaint against DCI Officers attached to Economic and Commercial Crime Unit (ECCU)-DCI Headquarters for extortion, arbitrary arrest and abuse of office by a Chinese National. (PUI)
2. Complaint against a former SCCIO and his junior Officers for arbitrary arrest and obtaining money by false pretences by a South African National. (PUI)
3. Complaint against Senior Police Officers for conspiracy to fraudulently acquire parcels of land in Mavoko within Machakos County. (PUI)
4. Complaint against DCI Officers attached to Operations Support Unit (OSU) for torture of a member of the public.(Pending at ODPP)
5. Complaint against an OCS within Nairobi County for unlawful detention and assault of a Chinese National.(PUI)





## OUR CONTACTS

### **The Unit receives complaints through the following channels:**

Visiting IAU Offices at Nairobi, Kisumu, Mombasa, Nakuru, Nyeri.

### **Email addresses:**

- [Info@iau.go.ke](mailto:Info@iau.go.ke) or [internalaffairsunitkenya@gmail.com](mailto:internalaffairsunitkenya@gmail.com) (Unit Hqrs)
- [kisumu@iau.go.ke](mailto:kisumu@iau.go.ke) or [kisumuiiau@gmail.com](mailto:kisumuiiau@gmail.com)
- [Mombasa@iau.go.ke](mailto:Mombasa@iau.go.ke) or [mombasaiiau@gmail.com](mailto:mombasaiiau@gmail.com)
- [Nakuru@iau.go.ke](mailto:Nakuru@iau.go.ke) or [nakuruiiau@gmail.com](mailto:nakuruiiau@gmail.com)
- [Nyeri@iau.go.ke](mailto:Nyeri@iau.go.ke) or [nyeriiiau@gmail.com](mailto:nyeriiiau@gmail.com)

### **Anonymous reporting system channels:**

- SMS: 40683
- USSD: \*683#
- Toll-free number: 0800 721 230
- Web form: [www.iau.go.ke](http://www.iau.go.ke)
- Mobile: 0120400783

### **Letters addressed to:**

IAU Headquarters,  
KCB Towers, Kenya Road, Upper Hill,  
P.O Box, 1880 – 00200

#### **Nairobi.**

IAU Kisumu office,  
New Nyanza Regional Hqrs, 7th floor, wing C,  
Awuor Otieno Road,  
P.O Box, 1387-40100

#### **Kisumu.**

IAU Mombasa office,  
Regional Police Commanders office,  
Mama Ngina Drive,  
P.O Box, 80602-80100

#### **Mombasa.**

IAU Nakuru office,  
Regional Commissioner's office, 1st Floor,  
Right Wing, Club Road,  
P.O Box, 257-20100

#### **Nakuru.**

IAU Nyeri office,  
Regional Commissioner's office,  
Baden Powel ROAD,  
P.O Box, 102-10100

#### **Nyeri.**