



COMPLAINTS HANDLING AND MANAGEMENT INFRASTRUCTURE

NO	INDICATOR	DETAILS OF IMPLEMENTATION				
Part A: MANAGEMENT INFRASTRUCTURE						
A1	Physical Location	2nd Floor Sheria House, Harembee Avenue				
A2	Complaint Handling Personnel	Name	Position			
				Contacts		
				Telephone	Email	
		Kenneth Gathuma		Director General	+254 (020) 2227461	eo@brs.go.ke
		Karen Ndegwa		Deputy Registrar of Companies	+254 (020) 2227461	karen.ndegwa@brs.go.ke
		Shighadi Mwakio		Deputy MPSR	+254 (020) 2227461	shighadi.mwakio@brs.go.ke
Beatrice Osicho		Deputy Official Receiver	+254 (020) 2227461	beatrice.osicho@brs.go.ke		
Bernard Otiego		Information Access Coordinator	+254 (020) 2227461	bernard.otiego@brs.go.ke		
Attached is a list of the designated Access to Information Officers (Appendix I)						
A3	Communication Channels	Complaint desk e-mail	complaints@brs.go.ke or communication@brs.go.ke			
		Dedicated Telephone line (s)	+254 (020) 2227461 and +254 0711944555			
		Email address of the institution	eo@brs.go.ke			
		Website	www.brs.go.ke			
		Email address of the Accounting Officer	eo@brs.go.ke			
Part B: SERVICE STANDARD MEASURES						
B1	Current Service Charter	Revised resolved Service Charter (Bearing the Commissions Contacts and reviewed to accommodate access to information provisions)	Copy Attached (Appendix II)			
B2	Complaints Register	I. Complaints Register Cover, First and Last Page Scans II. Access to Information Register	Both Developed and in existence as per the 10th Edition Guidelines			
Part C: SERVICE STANDARD MEASURES						
C1	Complaint Handling Policy and Procedure		-			
C2	Access to Information procedures		-			
C3	I. Complaint handling committee members' appointment letters and Minutes of meetings held II. Notification Letter of the Access to Information Officer(s)	A.I.O's Appointed				

APPENDIX I

ACCESS TO INFORMATION OFFICERS DETAILS, FY 2020-2021

S/No.	NAME	DESIGNATION	DEPARTMENT/DIVISION/UNIT
1.	Bernard Otiego	AIO`S Coordinator	Corporate Communication
2.	Mark Gakuru	Official Receiver	Official Receiver
	Beatrice Osicho	Deputy Official Receiver	
3.	Eric Walala	Senior Assistant Registrar of Companies	Companies Registry
	Duncan Rotich	Records Management Officer I	
4.	Rolph Lemayan	Senior Legal Officer	Legal, Compliance & Research
5.	Penton Momanyi	Accountant 1	Finance & Accounts
6.	Doreen Micheu	Snr. Administration Officer	HR & Admin
7.	Francis Momanyi	ICT Officer	ICT
8.	Sarah Kingi	Senior Assistant Supply Chain Management Officer	Supply Chain Management