

## COMPLAINTS HANDLING AND MANAGEMENT INFRASTRUCTURE

NO	INDICATOR	DETAILS OF IMPLEMENTATION			
<b>Part A: MANAGEMENT INFRASTRUCTURE</b>					
<b>A1</b>	<b>Physical Location</b>	<b>17<sup>th</sup> Floor, 316 Upper Hill Chambers, 2<sup>nd</sup> Ngong Avenue</b>			
<b>A2</b>	<b>Complaint Handling Personnel</b>	<b>Name</b>	<b>Position</b>		
				<b>Contacts</b>	
				<b>Telephone</b>	
				<b>Email</b>	
		Kenneth Gathuma		Director General	+254 11 112 7000
		Hiram Gachugi		Ag. Deputy Registrar of Companies	+254 11 112 7000
Shighadi Mwakio		Deputy MPSR	+254 11 112 7000		
Beatrice Osicho		Deputy Official Receiver	+254 11 112 7000		
Bernard Otiego		Information Access Coordinator	+254 11 112 7000		
<b>Attached is a list of the designated Access to Information Officers (Appendix I)</b>					
<b>A3</b>	<b>Communication Channels</b>	Complaint desk e-mail	<a href="mailto:complaints@brs.go.ke">complaints@brs.go.ke</a> or <a href="mailto:communication@brs.go.ke">communication@brs.go.ke</a>		
		Dedicated Telephone line (s)	+254 11 112 7000		
		Email address of the institution	<a href="mailto:eo@brs.go.ke">eo@brs.go.ke</a>		
		Website	<a href="http://www.brs.go.ke">www.brs.go.ke</a>		
		Email address of the Accounting Officer	<a href="mailto:eo@brs.go.ke">eo@brs.go.ke</a>		
<b>Part B: SERVICE STANDARD MEASURES</b>					
<b>B1</b>	<b>Current Service Charter</b>	Revised resolved Service Charter (Bearing the Commissions Contacts and reviewed to accommodate access to information provisions)	<b>Copy Attached (Appendix II)</b>		
<b>B2</b>	<b>Complaints Register</b>	I. Complaints Register Cover, First and Last Page Scans II. Access to Information Register	Both Developed and in existence as per the 10 <sup>th</sup> Edition Guidelines		
<b>Part C: SERVICE STANDARD MEASURES</b>					
<b>C1</b>	<b>Complaint Handling Policy and Procedure</b>		-		
<b>C2</b>	<b>Access to Information procedures</b>		-		
<b>C3</b>	I. <b>Complaint handling committee members' appointment letters and Minutes of meetings held</b> II. <b>Notification Letter of the Access to Information Officer(s)</b>		A.I.O's Appointed		

## APPENDIX I

### ACCESS TO INFORMATION OFFICERS DETAILS

<b>S/No.</b>	<b>NAME</b>	<b>DESIGNATION</b>	<b>DEPARTMENT/DIVISION/UNIT</b>
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