

THE COMMISSION ON ADMINISTRATIVE JUSTICE

(Office of the Ombudsman)



Hata Mnyonge ana Haki

CALL FOR NOMINATIONS



HUDUMA OMBUDSMAN AWARD – FOURTH EDITION



CLOSING DATE: 31ST DECEMBER, 2022, AT 5P.M.

BACKGROUND

The Commission on Administrative Justice, more commonly known as (Office of the Ombudsman), is a constitutional commission established under Article 59(4) of the Constitution, and the Commission on Administrative Justice Act, 2011. The mandate of Commission is two-fold, and extends to both national and county governments. Firstly, the Commission has the mandate of tackling maladministration (improper administration) in the public sector. In this regard, the Commission is empowered to, among other things, investigate complaints of delay, abuse of power, unfair treatment, manifest injustice or discourtesy. Secondly, the Commission has the mandate of overseeing and enforcing the implementation of the Access to Information Act, 2016.

One approach the Commission has adopted to enhance accountability and responsiveness in public service as well as promote compliance with administrative justice and access to information is through an awards scheme - Huduma Ombudsman Award. The scheme, which is in its fourth edition, is aimed at recognising and rewarding outstanding public officers and public institutions in **both national and county governments**. The broad objective of the Award is to reward the contributions of a public officer or a public institution that lead to a more effective, accountable and responsive public service. It also recognises public institutions that facilitate access to information. The specific objectives of the scheme are to:

- Promote accountability, responsiveness and servant-hood in public service,
- Motivate public officers and public institutions to further promote service delivery and good governance,
- Promote the right to access information held by government bodies,
- Enhance professionalism to transform the image of public service,
- Enhance trust in government and confidence in public service, and
- Identify and share best practices in service delivery for the benefit of Kenyans.

The Award provides an opportunity for the public who are the clients or direct consumers of public services to nominate for recognition and award, public officers and institutions in both national and county governments that stand out in service delivery and facilitating access to information, thereby deserving of commendation.

SCOPE AND ELIGIBILITY

The Award is for public officers and institutions in Kenya. In addition, Kenyans who are public officers assigned outside Kenya such as Embassies or Defence Forces are also eligible.

The Huduma Ombudsman Award takes into consideration the following parameters: exemplary service, performance, responsiveness, dedication and sacrifice; integrity, respect for the rule of law, transparency and accountability, innovation, effective service delivery, and promotion of the right to access information. It covers two categories, namely: Public service delivery, and access to information. Category one is further classified in two sub categories;

Category One: Public Service Delivery

- Individual Sub Category** - This category seeks to recognise individuals for their contribution within an organisation or sector. All persons working in the public service in Kenya are eligible for the Award
- Institution Sub Category** - This recognises & honors outstanding public institutions in service delivery and respect for the rule of law.

Category Two: Access to Information

- Institutional Category:** This recognises & honours public institutions that are most transparent, proactive in disclosing information, and efficient in facilitating public requests for access to information in their custody.

BENEFITS TO AWARDEES

This is a non-monetary award of exemplary service; however, each recipient officer or institution is entered in the Commission's Register of Responsive Officers/Institutions for the relevant year. Some of the additional benefits are:

- Public acknowledgement of the winners and finalists during the Award ceremony;
- Plaques with citations and certificates for the top three, and letters of commendation for the other nominees; and
- Recommendation of individual finalists for consideration for Head of State Commendation by the National Honours and Awards Committee.

CONDITIONS

- One can nominate an individual and an institution under category one (Public Service Delivery) and only an institution in category two (Access to Information). **Use separate forms.**
- One cannot enter a self-nomination, or nominate a member of one's family.
- An award shall only be revoked if the information received by CAJ regarding the nominee is later found to have been fraudulent, incorrect or misrepresentation.
- Nominations will not be accepted after the deadline.

NOTE: The nomination forms are available on our website www.ombudsman.go.ke and can be filled and submitted online on or before 31st December, 2022, at 5p.m.

MERCY K. WAMBUA, OGW
COMMISSION SECRETARY/CEO