

THE COMMISSION ON ADMINISTRATIVE JUSTICE
“Office of The Ombudsman”



‘Hata Mnyonge Ana Haki’

Press Statement for Immediate Release

CAJ Calls on Doctors in Public Hospitals to Adhere to Public Service Charters

17th October 2012

The Chairman of The Commission on Administrative Justice (CAJ), Commissioner Otiende Amollo, today challenged doctors in public hospitals to respect patient’s rights to equitable, effective and efficient services delivery. Commissioner Otiende called on doctors to respect hospitals’ public service charters by discharging their mandate conscious of the fact that they are servants of the people.

Speaking during after a visit to the Jaramogi Oginga Odinga Referral Hospital in Kisumu, Commissioner Otiende called on doctors to hold themselves accountable for transformative leadership, ethics and citizen-focused service delivery just as they held the government accountable to address their remuneration concerns. “The doctors must provide services that are commensurate to the salaries they are demanding from Government,” he said. “They must be respect office hours when they are on duty, reduce absenteeism and unnecessary delays in service delivery.”

A spot check undertaken by the Commission on Wednesday 17th October 2012 revealed that the doctors reported to work late and worked for only around five hours a day. “We found out that most doctors on duty at the Oginga Odinga Hospital had not reported by 9.00 am, and are said to break for lunch at 12.30pm and leave work at around 3.30 pm,’ he said.

He also noted the delayed construction of the Nyanza Provincial Headquarters has hampered service delivery. The construction that has taken over ten years has slowed operations and limited access to the building by members of the public. “Persons with disabilities and the elderly members of society can only access ground floor,” said Commissioner Otiende.

At the public forum, members of the public raised numerous concerns on irregular and illegal allocation of land by the County and Municipal Councils. The public also raised complaints over poor service delivery and delays by the Ministry of Land and Settlement in addressing land issues.

During the visit, the Commission brought its services closer to the people. The legal team provided legal advisory services where members of the public had an opportunity to lodge complaints relating to administration of justice, abuse of power, and integrity. Among the institutions visited included the, the Kisumu City municipal

and County Councils, the Ministry of Land, the Kenya Police, The Department of Civil Registration of Persons, and the Law Courts.

The Kisumu meeting is one of the county visits the CAJ rolled out on 26th September 2012 that has seen the Commission hold public forums in Garissa, Nyeri, Lodwar, Eldoret, and Kisii. Other counties to be visited include Kakamega, Nakuru, Machakos, Mombasa and Kilifi. During the visits, the Commission undertakes to among other things create awareness, offer advisory services and receive reports on maladministration.

The county visits aim at enabling Kenyans to actively participate in democratic and good governance in pursuit of social goods and services. Kenyans at the grassroots should demand integrity, responsiveness, transparency, accountability and efficiency from people who have been given the opportunity to serve. Mr.Otiende was accompanied by the CAJ Vice Chair Dr. Regina Mwatha and Commissioner Saadia Mohamed.

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