



**ELGEYO MARAKWET COUNTY GOVERNMENT
COUNTY PUBLIC SERVICE BOARD**

**DRAFT CODE OF CONDUCT AND ETHICS FOR
OFFICERS
IN THE COUNTY PUBLIC SERVICE**

July, 2018

Code of Conduct and Ethics for officers in the County Public Service

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PREAMBLE

This Code is made pursuant to the constitution of Kenya 2010 chapter 6 of leadership and integrity and article 10 and 232 of values and principles of governance, section 52(1) of the Leadership and Integrity Act, 2012 and section 5(1) of the County Public Officer Ethics Act, 2003 with the primary purpose of ensuring accountability, objectivity, honesty, discipline, integrity, commitment, impartiality and selfless service based solely on the public interest.

This Code also gives effect to the provisions of the United Nations Convention Against Corruption which was signed and ratified by Kenya on 9th December, 2003 and satisfies the provisions of Article 2(6) of the Constitution and the obligations of the Republic under Article 132 (1) (c) (iii).

This code contains rules of conduct and ethics to be observed by Elgeyo Marakwet County Public Officer s so as to maintain the integrity and impartiality of the County Public Service. The code does not in any way replace the regulations governing the discipline and general conduct of County Public Officer s. County Public Officer s must obey those regulations and all other applicable laws.

County Public Officer s should adhere to this code so as to ensure they promote leadership, integrity and good governance in Elgeyo Marakwet County.

**Chairperson,
ELGEYO/ MARAKWET COUNTY COUNTY PUBLIC SERVICE BOARD,
ITEN.**

CODE OF CONDUCT AND ETHICS FOR OFFICERS IN THE COUNTY COUNTY PUBLIC SERVICE

PART I – PRELIMINARY

Citation	1. This code may be cited as Elgeyo Marakwet county code of conduct And ethics.
Interpretation	<p>2. In this Code, unless the context otherwise requires -</p> <p>“Authorized officer” means an officer of a public entity having jurisdiction under the Constitution or any other law to discipline the County Public Officer to whom the County Public Service Board is the responsible Board;</p> <p>“Board” means the Elgeyo Marakwet County Public Service Board;</p> <p>“Code” means the Code of Conduct and Ethics for Officers in Elgeyo Marakwet County;</p> <p>“County Public Service” means County Public Officer s employed and remunerated by the Elgeyo Marakwet County Government;</p> <p>“Gainful employment” means work that a person can pursue and perform for money or other form of compensation or remuneration which is inherently incompatible with the responsibilities of the public office or which results in the impairment of the judgment of the County Public Officer in the execution of the functions of the public office or results in a conflict of interest;</p> <p>“Harambee” means public collections;</p> <p>“Member” means Chairperson, Vice chairperson, Secretary and members of the County Public Service Board;</p> <p>“County Public Officer ” means a County Public Officer to whom this Code applies under rule 3;</p> <p>“Secretary” means the Secretary and Chief Executive Officer of the County Public Service Board.</p>
Object of the Code	1. This code is made pursuant to constitution of Kenya 2010 chapter 6 of leadership and integrity and article 10 and 232 of values and principles of

governance, Section 52(1) of the Leadership and Integrity Act 2012 as read with Section 5(1) of the County Public Officer Ethics Act, 2003. The primary purpose of the Code is to ensure that County Public Officer s respect the values, principles and requirements of the Constitution.

Short title and commencement

2. (1) This Code may be cited as the Code of Conduct and Ethics for officers in the County Public Service.

(2) This Code shall come into operation on the date it is published in the gazette by the County Public Service Board.

Application

3. This Code shall apply to County Public Officer s for whom the County County Public Service Board is the responsible Board.

General Objective of Code

4. The General objective of this Code is to give full effect to provisions of Chapter Six of the Constitution on Leadership and Integrity and the Leadership and Integrity Act, 2012 as read with the Public Officer Ethics Act, 2003.

Specific Objectives

5. The specific objectives of this Code include to:-

- a) ensure accountability to the public for decisions and actions taken;
- b) promote values and principles of governances in the County Public Service;
- c) establish a moral foundation of values in the County County Public Service;
- d) ensure discipline and commitment in service to the people;
- e) ensure honesty in the execution of public duties;
- f) ensure objectivity and impartiality in decision making;
- g) provide mechanisms for the management of conflict of interest;
- h) protect the integrity of the County County Public Service by building trust internally and externally;
- i) provide an objective measure for assessment of the conduct of County Public Officer s;

- j) provide mechanisms for building consensus on vital ethical issues, guide decision making and stimulate legitimate ethical dialogue;
- k) provide a framework for reporting of misconduct and the processing of disciplinary matters on breach of the Code; and
- l) provide mechanisms for enforcement and sanctions for breach of the code.

PART II – SPECIFIC CODE OF CONDUCT AND ETHICS FOR COUNTY PUBLIC OFFICER S

Specific Code

6. (1) This part prescribes a Specific Code of Conduct and Ethics for officers in the County County Public Service.

(2) The provisions of Part II of the Leadership and Integrity Act, 2012 and Part III of the County Public Officer Ethics Act 2003 shall form part of this Code.

(3) In the event of any inconsistency between the provisions of this Code, the general code in the County Public Officer Ethics Act, 2003 and the general code in the Leadership and Integrity Act, 2012 the latter shall prevail.

Professional and statutory codes to be binding

7. (1) County Public Officer s shall be bound by and shall observe provisions of professional codes of conduct applicable to the officers.

Rule of law

8. (1) A County Public Officer shall respect and abide by this Code.

(2) A County Public Officer shall carry out the duties of the office in accordance with the law.

Public Trust

9. A public office is a position of public trust and the authority and

responsibility vested in a County Public Officer shall be exercised in the best interest of the people of Elgeyo Marakwet and Kenya.

Responsibility and duties

10. Subject to the Constitution and any other law, a County Public Officer shall take personal responsibility for the reasonably foreseeable consequences of any actions or omissions arising from the discharge of the duties of the office.

Performance of duties

11. A County Public Officer shall, to the best of his or her ability -

- a) carry out the duties of the office efficiently and honestly;
- b) carry out the duties in a transparent and accountable manner;
- c) keep accurate records and documents relating to the functions of the office;
- d) report truthfully on all matters of the public office;
- e) not be absent from duty without official permission; and
- f) Not engage in private business during official working hours;

Professionalism

13. A County Public Officer shall –

- a) carry out duties of the office in a manner that maintains public confidence in the integrity of the public office;
- b) treat members of the public and other County Public Officer s with courtesy and respect;
- c) not discriminate against any person;
- d) maintain high standards of performance and level of professionalism;
- e) ensure efficient, effective and economic use of county resources;
- f) ensure public participation in the process of policy making and implementation;
- g) provide services promptly, effectively, impartially and equitably;
- h) be accountable for his or her own administrative acts;
- i) ensure transparency and provision to the public of timely and accurate information;
- j) maintain an appropriate standard of dress code and personal hygiene;
- k) discharge any professional responsibilities in a professional manner; and
- l) if the County Public Officer is a member of a professional body, observe and subscribe to the ethical and professional requirements of that body in so far as the requirements do not contravene the Constitution, the Leadership and Integrity Act, 2012, the Public Officer Ethics Act, 2003 and this Code.

Financial Integrity

14. (1) A County Public Officer shall not use his or her office to unlawfully or wrongfully enrich himself or herself or any other person.

(2) A County Public Officer shall not seek or accept a personal loan or benefit in circumstances that compromise the officer's integrity, officer must always maintain the third rule.

Moral and ethical requirements

15. A County Public Officer shall observe and maintain the following ethical and moral requirements –

- a) demonstrate honesty in the conduct of public affairs;
- b) not engage in activities that amount to abuse of office;
- c) accurately and honestly represent information to the public;
- d) not engage in wrongful conduct in furtherance of personal benefit;
- e) not misuse public resources;
- f) not falsify any records; and
- g) not engage in actions which may lead to removal from the membership of a professional body.

Gifts and benefits in kind

16. (1) A gift or donation given to a County Public Officer on a public or official occasion shall be treated as a gift or donation to the public office.

(2) Notwithstanding subsection (1), a County Public Officer may receive a gift given in an official capacity, provided that –

- a) the gift is within the ordinary bounds of propriety, a usual expression of courtesy or protocol and within the ordinary standards of hospitality;
- b) the gift is not monetary; and
- c) the gift does not exceed such values as may be prescribed in the regulations issued by the Ethics and Anti-Corruption Commission.

(3) Without limiting the generality of subsection (2), a County Public Officer shall not -

- a) accept or solicit gifts, hospitality or other benefits from a person who –
 - i. has an interest that may be achieved by the carrying out or not carrying out of the officer's duties;
 - ii. carries on regulated activities with respect to which the public

- entity has a role; or
- iii. has a contractual or legal relationship with the public entity;
- b) accept or offer gifts of jewellery or other gifts comprising of precious metal or stones, ivory or any other animal part protected under the convention on International Trade in Endangered Species or Wild Fauna and Flora; or
- c) any other type of gift specified by the Ethics and Anti Corruption Commission regulations.

(4) A County Public Officer shall not receive a gift which is given with an intention of compromising the integrity, objectivity or impartiality of the officer.

(5) Subject to subsection (2), a County Public Officer who receives a gift or donation shall declare the gift or donation to the public entity.

(6) Whereas a County Public Officer can accept gifts dictated by custom such gifts shall not be given or accepted in the public office.

(7) The public entity shall keep a register of –

- a) gifts received by County Public Officer s; and
- b) gifts given by the public entity.

(8) The County Public Service entity shall comply with Ethics and Anti Corruption Commission regulations on receipt and disposal of gifts.

Wrongful and unlawful acquisition of property

17. A County Public Officer shall not use the public office to wrongfully or unlawfully influence the acquisition of property.

Conflict of interest

18. (1) A County Public Officer shall use the best efforts and ability to avoid being in situation where personal interests conflict or appear to conflict with the officer’s official duties.

(2) Without limiting the generality of subsection (1), a County Public Officer shall not hold shares or have any other interest in a corporation, partnership or other body, directly or through another person, if holding those shares or having that interest would result in a

conflict with the officer's official duties.

(3) A County Public Officer whose personal interests conflict with his or her official duties shall declare the personal interests to the public entity.

(4) The public entity may give direction on the appropriate action to be taken by the officer to avoid the conflict of interest and the officer shall -

- a) comply with the directions; and
- b) Refrain from participating in any deliberations with respect to the matter.

(5) Notwithstanding any directions to the contrary under subsection (4), a County Public Officer shall not award or influence the award of a contract to -

- a) himself or herself;
- b) the officer's spouse or child;
- c) a business associate or agent; or
- d) a corporation, partnership or other body in which the officer has an interest

(6) In this section "personal interest" includes the interest of a spouse, child, business associate or agent or any other matter in which the officer has a direct or indirect pecuniary or non-pecuniary interest.

(7) Where a County Public Officer is present at a meeting, where an issue which is likely to result in a conflict of interest is to be discussed, the officer shall declare the interest at the beginning of the meeting or before the issue is deliberated upon.

(8) A declaration of a conflict of interest under subsection (7) shall be recorded in the minutes of that meeting.

(9) The public entity shall maintain an open register of conflicts of interest in the prescribed form in which an affected officer shall register the particulars of registrable interests, stating the nature and extent of the conflict.

(10) The authorized officer shall keep the register of conflicts of interest for five years after the last entry in each volume of the register.

(11) It shall be the responsibility of the County Public Officer to ensure that an entry of registrable interests under subsection (9) is updated and to notify the Ethics and Anti Corruption Commission of any changes in the registrable interests, within one month of each change occurring.

Participation in tenders

19. (1) A County Public Officer shall not participate in a tender for the supply of goods or services to the public entity.

Collections and Harambee

20. (1) A County Public Officer shall not:

- a) use his office or place of work as a venue for soliciting or collecting harambee; or
- b) either as a collector or promoter of public collection obtain money or other property from a person by using his official position in any way to exert pressure.

(2) In this section "collection", "collector" and "promoter", have the same meanings as in section 2 of the Public Collections Act.

(4) Participate in a harambee in such a way as to reflect adversely on his or her integrity or impartiality or to interfere with the performance of his or her official duties.

Bank accounts outside Kenya

21. A County Public Officer shall not maintain a bank account outside Kenya except with the approval of the Ethics and Anti Corruption Commission in accordance with regulations passed by the Commission pursuant to section 54(2)(e) of the Leadership and Integrity Act, 2012.

Acting for foreigners

22. A County Public Officer shall not be an agent of, or further the interests of a foreign government, organization or individual in a manner that may be detrimental to the security interests of the county of Elgeyo Marakwet and Kenya.

Care of property

23.(1) A County Public Officer shall take all reasonable steps to ensure that public property in the officer's custody, possession or control is taken care of and is in good repair and condition.

(2) A County Public Officer shall not use public property, funds or services that are acquired in the course of or as a result of the official duties, for activities for which they were not intended.

(3) A County Public Officer shall return to issuing authority all the public property in his or her custody, possession or control at the end of the appointment.

(4) A County Public Officer who contravenes sub-clause (2) or (3) shall, in addition to any other penalties provided for under the Constitution, the Leadership and Integrity Act, 2012 or any other law or Code, be personally liable for any loss or damage of the public property.

Misuse of official information

24.(1) A County Public Officer shall not directly or indirectly use or allow any person under the officer's authority to use any information obtained through or in connection with the office, which is not available in the public domain, for the furthering of any private interest, whether financial or otherwise.

(2) The provisions of subsection (1), shall not apply where the information is to be used for the purposes of –

- a) furthering the interests of this Code; or
- b) education, research, literary, scientific or other purposes not prohibited by law.

(3) Notwithstanding the generality of subsection 1 a County Public Officer shall ensure that confidential or secret information or documents entrusted to his or her care are adequately protected from improper or inadvertent disclosure

Political neutrality

25.(1) A County Public Officer shall not, in the performance of his or her duties -

- a) act as an agent for, or further the interests of a political party or candidate in an election; or
- b) manifest support for or opposition to any political party or candidate in an election.

(2) A County Public Officer shall not engage in any political activity that may compromise or be seen to compromise the political neutrality of the public office.

(3) Without prejudice to the generality of subsection (2) a County

Public Officer shall not -

- a) engage in the activities of any political party or candidate or act as an agent of a political party or a candidate in an election;
- b) A County Public Officer shall not publicly indicate support for or opposition against any political party or candidate participating in an election.

Impartiality

26. A County Public Officer shall,
(1) at all times, carry out the duties of the office with impartiality and objectivity.
(2) not practise favouritism, nepotism, tribalism, cronyism, religious bias or engage in corrupt or unethical practices.

Giving advise

27. A County Public Officer who has a duty to give advice shall give honest, accurate and impartial advice without fear or favour.

Gainful employment

28. A County Public Officer who is serving on a full time basis shall not participate in any other gainful employment after official working hours.

Former County Public Officer acting in a Government or public entity matter.

29. A former County Public Officer shall not be engaged by or act for a person or entity, in a matter in which the officer was originally engaged in as an officer of the public entity, for at least two years after leaving the public entity.

Misleading the public

30. A County Public Officer shall not knowingly give false or misleading information to any person.

Falsification of records

31. A County Public Officer shall not falsify any records or misrepresent information to the public.

Conduct of private affairs

32. A County Public Officer shall conduct private affairs in a manner that maintains public confidence in the integrity of his or her office.

Tax, financial and legal obligations

33. (1) A County Public Officer shall pay any taxes due from him or her within the prescribed period.

(2) A County Public Officer shall not neglect his or her financial or

legal obligations.

Bullying

34. (1) A County Public Officer shall not bully any person.

(2) For purposes of subsection (1), "bullying" includes repeated offensive behaviour which is vindictive, cruel, malicious or humiliating and is intended to undermine a person.

Sexual harassment

35 (1) A County Public Officer shall not sexually harass a member of the public or a fellow County Public Officer.

Selection of County Public Officers

36 (1) In selecting County Public Officers, the Authorised Officer acting under delegated authority shall:

- a) ensure fair competition and merit as the basis of appointment and promotions;
- b) ensure representation of Kenya's diverse communities; and
- c) afford adequate and equal opportunities for appointment, training and advancement in all levels of County Public Service of men and women, members of all ethnic groups and persons with disabilities.

Submitting of declarations

37 A County Public Officer shall submit any declaration or clarification required under Part IV of the County Public Officer Ethics Act, 2003.

Acting through others

38. (1) A County Public Officer contravenes the Code if the officer: -

- a) causes anything to be done through another person that would constitute a contravention of the Code if done by the officer; or
- b) allows or directs a person under his or her supervision or control to do anything that is in contravention of the Code.

(2) Subsection, (1)(b) shall not apply where anything is done without the officer's knowledge or consent if the officer has taken reasonable steps to prevent it.

(3) A County Public Officer who acts under an unlawful direction shall be personally responsible for his or her action.

Reporting improper orders

39. (1) If a County Public Officer considers that anything required of him or her is a contravention of the Code or is otherwise improper or unethical, the officer shall report the matter to the Authorised Officer.

(2) The Authorised Officer shall investigate the matter reported and take appropriate action within sixty days of receiving the report.

PART III – ENFORCEMENT OF THE CODE OF CONDUCT AND ETHICS FOR OFFICERS IN THE COUNTY PUBLIC SERVICE

A County Public Officer to sign and commit to the code

40. (1) Upon appointment to a public entity a County Public Officer shall sign and commit to the Code of Conduct and Ethics for County Public Officer s in the County Public Service issued by the Board at the time of the officer joining the service.

(2) Serving County Public Officer s shall sign and commit to the Code within seven days upon gazette ment.

Disciplinary procedure etc.

41. (1) Subject to subsection (2), a breach of the Code amounts to misconduct for which a County Public Officer may be subjected to disciplinary proceedings.

(2) Where an allegation of breach of this Code has been made against a County Public Officer in respect of whom the Constitution or any other law provides the procedure for removal or dismissal, the question of removal or dismissal shall be determined in accordance with the Constitution or that other law.

Lodging of complaints and investigations

42. (1) A person who alleges that a County Public Officer has committed a breach of the Code, may lodge a complaint with the Authorised Officer of the public entity and the Authorised Officer shall register and inquire into the complaint.

(2) The Authorised Officer may assign any of his or her officers or a competent authority to inquire into a complaint on his or her behalf and determine whether a County Public Officer has contravened the Code.

(3) The Authorised Officer may initiate an investigation pursuant to a complaint by any person.

(4) A County Public Officer being investigated under this section shall be informed by the investigating authority, of the complaint made

against that officer and shall be given a reasonable opportunity to make a representation relating to the issue, before the investigation is concluded.

(5) A person who has lodged a complaint against a County Public Officer shall be entitled to be informed of any action taken or to be taken in respect of the complaint and shall be afforded a hearing.

(6) Where an investigation under this section is initiated while a County Public Officer is in office, it may be continued even after the County Public Officer under investigation has ceased to be a County Public Officer .

(7) Subject to the Constitution and any laws and regulations for the enforcement of the code, a County Public Officer may be suspended from office pending the investigation and determination of allegations made against the officer where such suspension is considered necessary.

(8) The disciplinary mechanisms and procedures prescribed by the Ethics and Anti Corruption Commission pursuant to section 54(2) (f) of the Leadership and Integrity Act shall apply.

(9) The Authorised Officer may take disciplinary action against a serving County Public Officer as per prevailing regulations.

Referral for possible civil or criminal proceedings.

43. (1) If upon investigation under this Part, the Authorised Officer is of the opinion that civil or criminal proceedings ought to be preferred against the respective County Public Officer , the Authorised Officer shall refer the matter to county public service board who will consider the case and conclude or may refer to;

- a) the Ethics and Anti corruption Commission or the Attorney-General, with respect to civil matters;
- b) the Director of Public prosecutions, with respect to criminal matters; or
- c) any other appropriate authority.

Advisory opinion.

44.(1) A County Public Officer may request the Ethics and Anti Corruption Commission to give an advisory opinion on any issue relating to the application of Chapter Six of the Constitution.

Reports of the Public Entity.

45. (1) All Authorized Officers shall submit quarterly report, containing all the information relevant to the enforcement and compliance with the provisions of this Code, to the County Public Service

Board.

(2) The report in (1) above shall form part of the report to the H.E The Governor and County Assembly on compliance with values and principles in Articles (10) and (232) of the Constitution.

Promotion of compliance.

46. The Board shall promote compliance with the provisions of this code by regularly sensitizing County Public Officers on the standards and principles prescribed in the Code.

PART IV – OFFENCES AND PENALTIES

Violation of the Code

47. A County Public Officer violating the provisions of this Code is liable and may be penalised in accordance with the provisions of Part V of the Leadership and Integrity Act, 2012 and Part VI of the Public Officers Ethics Act, 2003.

PART V - REVIEW OF THE CODE

Review of Code

48. The Board may review any provision of this code every three years or as need arises.

Issued by the County County Public Service Board on the

..... Day of 2019

Signed.....

Chairperson Elgeyo Marakwet county County Public Service Board

REGISTRABLE INTERESTS

- 1.** Directorships in public or private companies, whether or not remunerated directly or indirectly.
- 2.** Remunerated employment (including office, trade, profession or vocation which is remunerated or which the County Public Officer has any pecuniary interest).
- 3.** Securities (shares, bonds, debentures or any other similar holding) a company or enterprise or undertaking the aggregate nominal or market value of which exceeds a prescribed value while the County Public Officer is in office.
- 4.** Contracts for supply of goods and services.
- 5.** Plans or expectations for or offers of future employment.
- 6.** Public affairs advice and services to clients.
- 7.** Shareholdings (amounting to controlling interest).
- 8.** Land property.
- 9.** Sponsorship (from companies, trade unions, professional bodies, charities, universities or other organizations or individuals).
- 10.** Travel facilities and overseas visits (made by a County Public Officer or the County Public Officer 's spouse or child substantially catered for by the office of the County Public Officer).
- 11.** Gifts, benefits and hospitality (to a County Public Officer or the County Public Officer 's spouse or partner or child or any other material benefit of a prescribed value, from a company, organization or person within Kenya or overseas, which relates substantially to a membership of a public office.
- 12.** Miscellaneous financial interests (not falling within above categories but which a reasonable member of the public would think might influence the conduct of a County Public Officer in the discharge of his or her official duties).
- 13.** Non-financial interests (which may reasonably be thought to affect the way a member discharges the duties in a public office (such as

unremunerated directorships; membership of public bodies such as hospital trusts, governing bodies of universities, colleges or schools, and other spheres of government, trusteeships etc.).

- 14.** Pending civil and criminal cases touching on the County Public Officer or business associate or firm.
- 15.** Possession of dual citizenship or pending applications for dual citizenship and the status of such application.

SECOND SCHEDULE

[Section 16(7)]

REGISTER OF GIFTS (TEMPLATE)

NAME OF PUBLIC ENTITY.....
F/Y

S/NO	NAME OF OFFICER	NAME OF PERSON OR ENTITY GIVING THE GIFT	VALUE AND PURPOSE OF GIFT	DATE GIFT GIVEN	DATE RECORDED IN THE REGISTER	DECISION ON THE GIFT – FOR OFFICER / ORGANISATION / TO BE RETURNED
1						
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26						

DECLARATION OF CONFLICT OF INTEREST

To _____

I would like to report the following existing / potential conflict of interest situation arising during discharging of my official duties:-

Persons/ Companies with who/which share official dealings and /or personal interest

- 1.
- 2.
- 3

Brief description of my duties which involve the persons /companies mentioned above and this are the areas/ possible conflicts of interest

- 1.
- 2.
- 3.

Date

Name of Declaring Staff
Title/Department

***Decision by the Authorised
on the declared Interest:***

Officer on participation of the Officer

a) Allowed to participate

b) Not Allowed to Participate

Date

Name of Authorised Officer

Title/Department

THIRD SCHEDULE

[Section 18(9)]

REGISTER OF DECLARATION OF CONFLICT OF INTEREST (TEMPLATE)

NAME OF PUBLIC ENTITY.....

F/Y

S/NO	NAME OF OFFICER	DATE CONFLICT RECORDED	BUSINESS UNDER TRANSACTION	NATURE OF CONFLICT	DECISION MADE ON PARTICIPATION OF OFFICER	SIGNATURE OF OFFICER MAKING DECLARATION
1						
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COMMITMENT FORM

CODE OF CONDUCT AND ETHICS FOR COUNTY COUNTY PUBLIC OFFICERS

COMMITMENT FORM

Name of the Employee.....

Employee Number.....

Department:

Job Title:

I,....., hereby confirm that I have read, understood, and agree to adhere to the content of the Code of Conduct and Ethics and further confirm that I will comply fully to the extent that it is written.

Signature.....

FIFTH SCHEDULE

[Section 43(1)]

REGISTER OF COMPLAINTS (TEMPLATE)

NAME OF STATE OFFICE.....

F/Y

S/NO	NAME OF PERSON MAKING COMPLAINT	DATE OF COMPLAINT	PARICULARS OF OFFICER / ORGANISATION COMPLAINT AGAINST	NATURE OF COMPLAINT	DECISION MADE ON THE COMPLAINT	PARICULARS AND SIGNATURE OF OFFICER ATTENDING TO COMPLAINT
1						
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