



WHERE TO GET ASSISTANCE FOR RIGHTS VIOLATIONS

Rights	Law	Article/ Section	Provision
Right to Health	Constitution of Kenya 2010	<i>Article 43(1)(a)</i>	Every person has the right to the highest attainable standard of health, which includes the right to health care services, including reproductive health care.
	Health Act 2017	<i>Section 5:</i>	<p>1. Every person has the right to the highest attainable standard of health which shall include progressive access for the provision of promotive, preventive, curative, palliative and rehabilitative services.</p> <p>2. Every person shall have the right to be treated with dignity, respect and have their privacy respected in accordance with the Constitution and this Act.</p>
Right to Emergency Medical Treatment	Constitution of Kenya 2010	<i>Article 43(2)</i>	A person shall not be denied emergency medical treatment.
	Health Act 2017	<i>Section 7:</i>	<p>1. Every person has the right to emergency medical treatment.</p> <p>2. For the purposes of this section, emergency medical treatment shall include—</p> <p>(a) pre-hospital care;</p> <p>(b) stabilizing the health status of the individual, or</p> <p>(c) arranging for referral in cases where the health provider of first the call does not have facilities or capability to stabilize the health status of the victim.</p>

Rights	Law	Article/ Section	Provision
Rights of Children to Health	<p>Constitution of Kenya 2010</p> <p>Children Act 2001</p>	<p><i>Article 53(1)(c)</i></p> <p><i>Section 9</i></p>	<p>Every child has the right to basic nutrition, shelter and health care.</p> <p>Every child shall have a right to health and medical care the provision of which shall be the responsibility of the parents and the government.</p>
<p>Free and compulsory vaccination and maternal care</p> <p>Right to Health in the international covenant:</p>	<p>Health Act 2017</p> <p>International Covenant on Economic, Social and Cultural Rights (ICESCR)</p>	<p><i>Section 5(3)</i></p> <p><i>Article 12</i></p>	<p>The national and county governments shall ensure the provision of free and compulsory—</p> <p>(a) vaccination for children under five years of age; and</p> <p>(b)maternity care.</p> <p>1. The States Parties to the present Covenant recognize the right of everyone to the enjoyment of the highest attainable standard of physical and mental health.</p> <p>2. The steps to be taken by the States Parties to the present Covenant to achieve the full realization of this right shall include those necessary for:</p> <p>(a) The provision for the reduction of the stillbirth rate and of infant mortality and for the healthy development of the child;</p> <p>(b) The improvement of all aspects of environmental and industrial hygiene;</p>

Rights	Law	Article/ Section	Provision
Rights of Children to Health	Constitution of Kenya 2010	<i>Article 53(1)(c)</i>	(c) The prevention, treatment and control of epidemic, endemic, occupational and other diseases; (d) The creation of conditions which would assure to all medical service and medical attention in the event of sickness.
	African Charter on Human and Peoples' Rights	<i>Article 16</i>	1. Every individual shall have the right to enjoy the best attainable state of physical and mental health. 2. State Parties to the present Charter shall take the necessary measures to protect the health of their people and to ensure that they receive medical attention when they are sick.

Other international legal instruments that recognize the right to health include:

- The 1965 International Convention on the Elimination of All Forms of Racial Discrimination (Art. 5 (e) (iv))
- The 1979 Convention on the Elimination of All Forms of Discrimination against Women (Arts. 11 (1) (f), 12 and 14 (2) (b))
- The 1989 Convention on the Rights of the Child (Art. 24)
- The 1990 International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families (Arts. 28, 43 (e) and 45 (c))
- The 2006 Convention on the Rights of Persons with Disabilities (Art. 25)

Under Article 21(1) of the Constitution, the government has the duty to observe, respect, protect, promote and fulfil rights and fundamental freedoms, including the right to health.

- The duty to respect means that the government must refrain from interfering with the enjoyment of the right to health.
- The duty to protect means that the government must take measures to prevent third parties from interfering with the enjoyment of the right to health.
- The duty to promote means that the government must actively aim to increase awareness and respect for the right to health.
- The duty to fulfil means that the government must adopt legislative, administrative, budgetary, judicial, promotional and other measures towards the full realisation of the right to health.

Therefore, the government has the duty to, among others:

- Ensure provision of a health service package at all levels of the health care system;
- Develop policies, laws and other measures necessary to protect, promote, improve and maintain the health and well-being of every person;
- Ensure the prioritization and adequate investment in research for health;
- Ensure the realization of the health-related rights and interests of vulnerable groups within society, including women, older members of society, persons with disabilities, children, youth, members of minority or marginalized communities and members of particular ethnic, religious or cultural communities.

Where to get assistance for rights violations from Government Institutions, Independent Commissions, and Tribunals

National Police Service (NPS)



► OUR WORK

The work of the police is to: provide assistance to the public when the public is in need; maintain law and order; investigate and prevent crimes; enforce laws, among other functions.

► Reports to the police can be made at the nearest police station.

In case of a complaint against a police officer, report to the Officer in Charge of the police station or internal affairs unit of the police or Independent Policing Oversight Authority, or any other human rights institution for assistance.

To make complaints:

-  Jogoo House 'A' Ground Floor, West Wing, Nairobi
-  www.nationalpolice.go.ke
-  +254-020-2221969
-  nps@nationalpolice.go.ke
-  @NPSOfficial_KE

Hot line 999 or 112 or 911

Internal Affairs Unit of the National Police Service

► OUR WORK

Internal Affairs Unit is a unit within the National Police Service established to receive and investigate complaints against police.

► Visit the nearest police stations and report to the Officer in Charge of the station.

To make complaints:

-  (Jogoo House 'A' Ground Floor, West Wing, Nairobi
-  P.O. Box 44249 - 00100 Nairobi
-  iau@nationalpolice.go.ke
internalaffairsunitkenya@gmail.com

Independent Policing Oversight Authority (IPOA)

► OUR WORK

IPOA investigates:

- Complaints of misconduct or neglect of duty by the police;
- Incidents of death and serious injury caused by police action.

► Visit the nearest police station to report a complaint.

Make a complaint to the Ombudsman (Commission on Administrative Justice).

You can make a complaint to IPOA in person, by telephone, in writing, by email or online.

To make complaints:

-  1st Ngong Avenue, ACK Garden Annex
-  P.O. Box 23035-00100, Nairobi, Kenya
-  +254792532626/627;
+254 773999000;
+254772333000;
+254 780490600/601
-  <https://www.ipoa.go.ke/>
-  complaints@ipoa.go.ke

Ethics and Anti-Corruption Commission (EACC)

► OUR WORK

EACC gathers information on corruption occurring in government and the public sector.

- Any person can report to EACC in writing, by telephone or by visiting the Commission's Report Centre at Integrity Centre in Nairobi and any of their regional offices.

To make complaints:

-  Integrity Centre, Jakaya Kikwete/Valley Road Junction
-  P.O. Box 61130-00200, Nairobi
-  +25472988881/2/3;
+254736996600/33
-  <https://www.eacc.go.ke/>
-  @EACCKenya
-  eacc@integrity.go.ke
report@integrity.go.ke

Directorate of Criminal Investigation (DCI)

► OUR WORK

The current functions include:

- Collect and provide criminal intelligence;
- Undertake investigations on serious crimes including homicide, narcotics crimes, human trafficking, money laundering, terrorism; economic crimes, piracy, organised crimes, and cybercrime among others.
- Execute the directions given to the Inspector General by the Director of Public Prosecutions pursuant to article 157(4) of the constitution;
- Investigate any matter that may be referred to it by the Independent Police Oversight Authority.

To make complaints:

-  Kiambu Road Opp. Forestry Department Headquarters, Karura
-  P.O. Box 30036 -00100 Nairobi
-  @DCI_Kenya
-  www.cid.go.ke
-  +254 020 7202000/ +254 020 3343312/ +254 020 7202000
- Fax:** +254-020-2716160

- Maintain law and order;
- Detect and prevent crimes;

HIV and AIDS Tribunal

► OUR WORK

The Tribunal hears and determines complaints arising out of any breach of the provisions of HIV and AIDS Prevention and Control Act. It is a special court to determine HIV-related cases.

To make complaints:

-  Woodlands Road off Lenana Road, Nairobi
-  P.O. Box 44839 – 00100, Nairobi
-  +254720 771478
+254 738504112
-  info@kenyamedicalboard.org
-  @HIVTribunalKe
-  www.medicalboard.co.ke

Kenya National Commission on Human Rights (KNCHR)

► OUR WORK

One of the functions of the Commission is to investigate and provide redress for human rights violations.

SMS: 22359

Toll-Free: 0800-720-627

To make complaints:






-  Commission offices at CVS Plaza 1st Floor, Kasuku Lane, off Lenana Road or the regional offices
-  P.O. Box 74359 - 00200 Nairobi  @hakiKNCHR
-  www.knchr.org
-  complaint@knchr.org / haki@knchr.org
-  +254-020-3969000
Mobile phone: +254733780000 / +254736780000 / +254724256448 / +254726610159
WhatsApp: +254798849871
-  **Fax: +254-020-2716160**

National Gender and Equality Commission (NGEC)

► OUR WORK

NGEC investigates complaints from any person who alleges that their fundamental rights against discrimination and gender equality have been violated.

To make complaints:

-  1st Floor, Solutions Tech Place, Longonot Road, Upper Hill (Next to Shelter Afrique)
-  P.O. Box 27512-00506, Nairobi  **Headquarters Reception**
+254 7093 75100
-  <https://www.ngeckkenya.org/>
-  @NGECKKenya

Toll-Free Number: 0800 720 187

SMS: 20459

Judiciary Ombudsman

► OUR WORK

Receives and processes complaints and grievances by the public against employees of the Judiciary.

To make complaints:

-  Supreme Court Building, City Hall Way, Nairobi
-  P.O. Box 30041 – 00100, Nairobi
-  servicedesk@court.go.ke  +254 20 2221221 / +254 730 181
-  www.judiciary.go.ke **000 (Ext – 1655 or 1654)**

Commission on Administrative Justice (CAJ)

► OUR WORK

A person can file a complaint to the Commission on Administrative Justice (CAJ) against a public office or public officer from which/whom one sought services that were not

rendered or that were delayed, or the officer was unprofessional, rude or disrespectful.

If one is denied access to information by the government (or government agency or officer), report to CAJ for assistance.

To make complaints:

-  Huduma Centres; Nairobi, Mombasa, Kisumu, Isiolo, and Eldoret
-  P. O. Box 20414, 00200, Nairobi
-  +254720 771478
-  +254 738504112
-  complain@ombudsman.go.ke
-  www.ombudsman.go.ke
-  @KenyasOmbudsman

toll-free number, 0800221349 or +254 020 2270000

Text short code number, 15700 (for Safaricom Subscribers);

Witness Protection Agency

► OUR WORK

The Witness Protection Agency provides special protection – on behalf of the state – to persons who have important information and are facing potential/real risk or intimidation due to their cooperation with the prosecution, the police and other law enforcement agencies.

To make complaints:

-  Liaison Office Milimani Law Courts, 4th floor, Room 413: Witness Protection Agency –Kenya
-  P.O. Box 28801-00100, Nairobi
-  info@wpa.go.ke;
- wpakenya@gmail.com
-  www.wpa.go.ke

Toll-Free: 0800 720 460

Hotlines: 0711222441/ 0725222442

Advocates Complaints Commission

► OUR WORK

The Division is tasked with the following mandate:

- Investigating complaints against advocates
- Undertaking reconciliation of the parties
- Referral of complaints to the Disciplinary Committee
- Prosecution of disciplinary actions before the Disciplinary Committee

To make complaints:

-  Cooperative Bank House, 20th floor along Harambee Avenue
-  P.O. Box 48048 – 00100 Nairobi
-  +254 7093 75100
-  www.statelaw.go.ke
-  acc@kenya.go.ke
- communications@ag.go.ke

Attorney General's Office

► OUR WORK

The Attorney General's (AG) office facilitates the realisation of good governance and respect for the rule of law through the provision of public legal services, protection and promotion of human rights and upholding of ethics and integrity.

To make complaints:

- State Law Office and Department of Justice, Sheria House, Harambee Avenue
- ag@ag.go.ke
attorney.general@kenya.go.ke
- www.statelaw.go.ke
- +254 020 2227461 / 2251355/
Mobile:
+254 700072929/
+254 732529995
- FAX: +254 020 213956
- @AGOfficeKenya

The Judiciary of Kenya

► OUR WORK

The institution is mandated to deliver justice in line with the Constitution and other laws. It is expected to resolve disputes in a just manner with a view of protecting the rights and liberties of all, thereby facilitating the attainment of the ideal rule of law.

To make complaints:

- Judiciary Headquarters, Supreme Court Building City Hall Way, Nairobi
- P.O. Box 30041 – 00100, Nairobi
- www.judiciary.go.ke
- info@judiciary.go.ke
- +254 20 2221221 /
Mobile:
0730 181600/1700/1800
- @Kenyajudiciary

Where to get assistance from non-governmental institution for rights violations

The Kenya SRHR Alliance

► OUR WORK

The SRHR Alliance works to promote the sexual and reproductive health and rights of young people in Kenya.

To make complaints:






- Mbaazi Avenue, Off King'ara Road, Lavington.
- P. O. Box 19329 - 00202, Nairobi, Kenya.
- https://www.srhralliance.or.ke/
- +254-20-2398723 / 4
- info@srhralliance.or.ke
- @KenyaSRHR

National Empowerment Network of People living with HIV/AIDS in Kenya (NEPHAK)

OUR WORK

NEPHAK is a national network that unites people living with HIV and those affected by TB and HIV/AIDS.

To make complaints:





-  3rd Floor, Wood Avenue Court, Wood Avenue, off Lenana/Argwings Kodhek Road, Kilimani, Nairobi, Kenya
-  www.nephak.or.ke
-  info@nephak.or.ke
-  +254 720209697
-  @NEPHAKKENYA

Women Fighting AIDS in Kenya (WOFAK)

► OUR WORK

Women Fighting AIDS in Kenya (WOFAK) is a national non-governmental organisation that provides women with a forum for mutual support and empowerment.

To make complaints:

-  Head Office Nairobi Ngong Road
-  www.wofak.org
-  wofak@wofak.org
-  +254 720315034
-  @wofakkenya

LVCT Health

► OUR WORK

LVCT health works on HIV & AIDS, and gender-based violence (GBV).

To make complaints:

-  Argwings Kodhek Road **Facebook: @LVCTHealth**
-  P.O. Box 19835-00202 KNH Nairobi, Kenya
-  <https://lvcthealth.org/>
-  +254 20 2646692 / +254 20 2633212 / +254 733 333268 /
-  enquiries@lvcthealth.org +254 722 203610 / +254 724 256026
-  @LVCTKe

Stop TB Partnership (Kenya)

► OUR WORK

Stop TB Partnership (Kenya) works on elimination of tuberculosis (TB) and reduction of poverty-related diseases in Kenya.

-  Afya Annex, 3rd Floor, KNH Grounds.
-  info@stoptbkenya.org
-  +254 (0) 705 909090 / +254 (0) 780 515152
-  <http://www.stoptbkenya.org>

Kenya Sex Workers Alliance (KESWA)

► OUR WORK

KESWA is an umbrella body of the sex workers led groups and organisations and it exists to strengthen the voices of sex workers and to empower their health and human rights (both male, female and transgender sex workers).

To make complaints:




-  Membley Estate, Church Lane off Eastern Bypass
-  P.O Box 16885 - 00200 Nairobi, Kenya
-  www.keswa-kenya.org
-  +254 (0) 20 5292624/
+254 707225813/
+254 780225813
-  info@keswa-kenya.org
-  @Ke_swa

Kenya Human Rights Commission (KHRC)

► OUR WORK

The Kenya Human Rights Commission (KHRC) is a national non-governmental organisation (NGO) that campaigns for the entrenchment of a human rights and democratic culture in Kenya.

To make complaints:

-  Gitanga Road opposite, Valley Arcade Shopping Center,
-  P.O Box 41079 - 00100, Nairobi, Kenya
-  <http://www.khrc.or.ke>
-  +254-202044545 / +254202106763
Mobile: +254 722264497 / +254 733629034
-  admin@khrc.or.ke
-  @thekhrc

Federation of Women Lawyers (FIDA)

► OUR WORK

FIDA Kenya is women's rights organisation in Kenya that works on matters that range from custody and maintenance, matrimonial disputes, discrimination in employment, participation in public positions and sexual violence.

To make complaints:

-  Amboseli Road off Gitanga Rd, Lavington, Nairobi
-  P.O. Box 46324 - 00100 Nairobi, Kenya
-  <https://www.fidakenya.org/>
-  +254 722509760/
+254 710607241/
+254-20-2604044/
+254-200-2604043
-  info@fidakenya.org
-  @fidakenya

The CRADLE – The Children’s Foundation

► OUR WORK

The CRADLE works for the protection, promotion and enhancement of the rights of the child through court representation, advocacy and law reform.

To make complaints:







-  Ring Road Kileleshwa off Riverside drive
-  P.O. Box 10101 - 00100 Nairobi, Kenya
-  www.thecradle.or.ke
-  +254 (0)20 3874575/6
-  Mobile: +254 734798199/
+254 722201875
-  info@thecradle.or.ke
-  @TheCRADLEKENYA

Gay and Lesbian Coalition of Kenya (GALCK)

► OUR WORK

The Gay and Lesbian Coalition of Kenya works to inspire a society that appreciates diversity and recognises that everyone has a right to equal opportunities irrespective of their real or perceived sexual orientation, gender and expression.

To make complaints:


-  The Gay and Lesbian Coalition of Kenya (GALCK)
-  P.O. Box 13005 - 00100, Nairobi, Kenya.
-  www.galck.org
-  +254 020-242-6060
-  @Galck_ke
-  admin@khrc.or.ke

Kituo Cha Sheria

► OUR WORK

Kituo Cha Sheria works on helping the disadvantaged, poor and marginalised people in Kenya access justice.

To make complaints:

-  Head Office – Nairobi, Ole Odume Rd, Off Argwings
Kodhek Road
-  P.O. Box 7483-00300 Nairobi, Kenya.
-  www.kituochasheria.or.ke
-  +254 3874191 / 3874220 /
3876290,
-  Mobile: +254 734874221 /
+254 727773991
-  info@kituochasheria.or.ke
-  @KituoSheria

Nyanza Rift Valley Western Kenya Network (NYARWEK)

► OUR WORK

NYARWEK works to ensure LGBTI persons have dignity and their human rights are respected.

To make complaints:







-  Indusi Road, Off Nyerere Road, Tom Mboya Estate, Kisumu
-  P.O. BOX 2897 - 40100, Kisumu
-  <http://nyarwek.org/>
-  +254 786665151
-  info@nyarwek.org
-  @nyarwekC

The Key Population Consortium

► OUR WORK

The consortium works to make sure key populations - female and male Sex Workers (SW); People who Inject Drugs (PWIDs); and Men who have Sex with Men (MSM) - are respected and their dignity upheld and affirmed in Kenya.

To make complaints:





-  Blessed House, Thika Road, Nairobi Kenya
-  P.O. Box 10101 - 00100 Nairobi, Kenya
-  @kpconsortium
-  +254 725501946 | +254 710632477
-  info@kpconsortium.org
-  @kpc_kenya

Family Health Options Kenya (FHOK)

► OUR WORK

The Family Health Options is a service provider of sexual and reproductive health services.

To make complaints:

-  Family Health Plaza, Mbagathi Road/Lang'ata Road, opposite T-Mall
-  P.O. Box 7483-00300 Nairobi, Kenya.
-  <http://www.fhok.org/>
-  +254 020-604296
-  info@fhok.org
-  @FHOKenya

Kenya Legal and Ethical Issues Network on HIV & AIDS (KELIN Kenya)

► OUR WORK

KELIN Kenya is a human rights NGO working to protect and promote health-related human rights in Kenya.

To make complaints:

-  Nairobi office; 4th Floor Somak House, Mombasa Road
-  P.O. Box 112 - 00200 KNH Nairobi
-  www.kelinkkenya.org
-  @KELINKenya
-  +254 020 2515790
Mobile: +254 710 261408 / +254 788 220300
-  info@kelinkkenya.org
-  Fax: 020 386 1390

Inequality

Equality

**Fair
Labour
Practices**

Health

**Non
Discrimination**

Justice

**non
violence**

Nairobi Office

Kuwinda Lane, Karen C, Off Langata

- ✉ 112 - 00202 Nairobi
- ☎ +254 710 261 408
- 📱 +254 788 220 300
- ✉ info@kelinkenya.org
- 🌐 www.kelinkenya.org
- 🐦 @KELINKenya

Kisumu Office

Aga Khan Road Opp Jalaram Academy

- ☎ +254 (57) 253 2664
- 📱 +254 708 342 197
- ✉ info@kelinkenya.org
- 🌐 www.kelinkenya.org
- 📘 Facebook/kelinkenya