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REPUBLIC OF KENYA

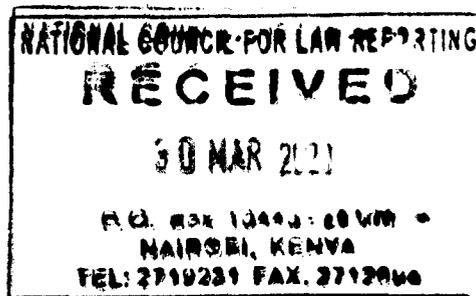
KENYA GAZETTE SUPPLEMENT

NATIONAL ASSEMBLY BILLS, 2020

NAIROBI, 23rd March, 2020

CONTENT

Bill for Introduction into the National Assembly—	PAGE
The Land Registration (Amendment) Bill, 2020.....	109



**THE LAND REGISTRATION (AMENDMENT) BILL,
2020**

A Bill for

AN ACT of Parliament to amend the Land Registration Act

ENACTED by the Parliament of Kenya, as follows—

1. This Act may be cited as the Land Registration (Amendment) Act, 2020.

Short title

2. The Land Registration Act, 2012 is amended by inserting the following new Part immediately after section 90—

Insertion of a new Part into No.3 of 2012.

PART VIIIA—COMPLAINTS MECHANISM

Application.
No. 3 of 2012.
Cap. 299.

90A. This Part shall apply to complaints relating to land registration services under the Land Registration Act, 2012 and also to survey of land services under the Survey Act.

Establishment of the Office of the Complaints Reviewer.

90B. There is established the office of the Complaints Reviewer in the Lands Registry and Survey of Kenya which shall perform the functions and exercise the powers provided for in this Part.

Function of the Office of the Complaints Reviewer.

90C. The Complaints Reviewer shall provide a free, effective and impartial complaints review mechanism at the Lands Registry and Survey of Kenya by reviewing and determining complaints regarding land registration and survey services.

Powers of the Complaints Reviewer.

90D. (1) The Complaints Reviewer shall have powers to—

- (a) receive, process and resolve all complaints relating to land registration and surveying lodged by public;
- (b) recommend actions to remedy complaints relating to Land

registration and survey services at the Lands Registry and Survey of Kenya;

- (c) provide advisory opinions or proposals on improvement of processes and procedures;
- (d) maintain a register and keep a file of all complaints, including proceedings and determinations;
- (e) submit quarterly and annual reports to the Cabinet Secretary on the complaints investigated, the remedial actions recommended and matters pertaining to the functions of the office; and
- (f) determine frequency of meetings, sittings and venues.

(2) The powers of the Complaints Reviewer are limited to matters listed in sub-section (1) and shall not include complaints—

- (a) relating to the merits of a decision of the Land registry and Director of Survey;
- (b) by the Land Registry and Survey of Kenya employees concerning their employment or by applicants for employment about recruitment procedures; and
- (c) that are subject of legal proceedings.

(3) The Complaints Reviewer shall only consider complaints that have been fully considered within the internal complaints procedures at the lands registry and Survey of Kenya and the complainant received a final response and is dissatisfied.

Appointment of the
Complaints Reviewer.

90E. There shall be a Complaints Reviewer who shall be appointed by the