

# Ex-Chief Justice Odoki challenges IRA to deliver quality rulings

**F**ormer Chief Justice Benjamin Odoki has called on the Insurance Regulatory Authority of Uganda to uphold the highest standards of excellence and integrity while delivering rulings to resolve insurance-related disputes.

Speaking during a Ruling and Judgment Writing Training with the Authority's Legal Department at the Insurance Tower on October 23, 2025, Justice Odoki underscored the virtues of patience, diligence, and fairness as essential attributes of every member of the IRA Complaints Bureau.

"Hear details, answer wisely, and consider soberly," he advised, emphasizing that justice must never be delayed, denied and that those wronged deserve timely and fair compensation.

Justice Odoki cautioned the team against common shortcomings in the ruling-

making process, including inadequate legal research, reliance on unsupported theories, and delays in writing judgments. "Every decision you make must be grounded in law and supported by evidence," he stated, urging the team to develop the ability to analyze voluminous documentation and carefully consider the consequences of their decisions.

The IRA's Complaints Bureau plays a quasi-judicial role in receiving and resolving disputes between insurers, intermediaries, and policyholders, a function which makes excellence in legal reasoning a cornerstone of public trust.

In the period January to September the Authority received a total of 168 complaints from policyholders. Out of these, 150 complaints were successfully resolved within the period, reflecting a resolution rate of 89 percent. The total value at risk



Justice Benjamin Odoki at IRA



Former Chief Justice Odoki training the IRA Team

associated with the reported complaints was estimated at UGX 18 billion, underscoring both the scale of consumer grievances being addressed and the sector's commitment

to timely resolution, while also pointing to the need for continuous improvements in claims management, client communication, and service quality.

Justice Odoki challenged the team to cultivate both a judicial mind and judicial style while listening to complaints embodying sound reasoning, clarity, and professionalism.

He further emphasized teamwork, saying, "To achieve a common goal, there must be cooperation, mutual support, and avoidance of confrontation."

"Have a good command of the English language, use gender-sensitive expressions, plan wisely, and remember that punctuality is part of the judicial discipline," he advised.

The training was part of the capacity building initiatives by the Authority to keep staff abreast of changing trending in the work environment and get practical skills from experts.

The IRA Chief Executive Officer, Alhaj Dr. Kaddunabbi Ibrahim Lubega, said the training was a rare opportunity to team, learning from the person whose rulings have shaped Uganda's jurisprudence.

"Through this mentorship, we hope to enhance our ability to write clear, structured, and persuasive rulings, apply legal principles with precision and fairness, and uphold integrity in our decision-making processes," he said.

Alhaj Dr. Kaddunabbi further noted that the capacity to communicate decisions effectively is as important as making the right judgment itself.

"Well-written rulings inspire confidence in the Authority's work and affirm our commitment to justice, accountability, and the rule of law", he said.