



REPUBLIC OF KENYA
TWELFTH PARLIAMENT – (FOURTH SESSION)
THE NATIONAL ASSEMBLY

PUBLIC PETITION

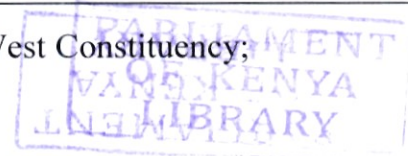
(No. 33 of 2020)

**REGARDING PROVISION OF TOLL-FREE NUMBERS
IN GOVERNMENT OFFICES**

Approved:
SNA
6/10/2020

Hon. Speaker
You may approve.
11/10/2020.

I, the **UNDERSIGNED**, on behalf of the people of Embakasi West Constituency;



DRAW the attention of the House to the following: -

1. **THAT**, Article 10(2) of the Constitution identifies good governance as part of the pillars constituting the national values and principles of governance;
2. **THAT**, Section 7(6) of the Public Service (Values and Principles) Act, 2015 requires every public institution to facilitate the introduction of modern and innovative procedures, technologies and systems for the delivery of its services as well as to simplify its procedures and ease formalities related to access and delivery of its services;
3. **THAT**, a toll-free number is a dedicated phone line that allows callers to reach an institution without incurring charges, can usually be accessed from any network and are typically short-codes that are easy to remember;
4. **THAT**, whereas a few government departments run emergency toll-free numbers, the majority of government institutions still rely on normal mobile or telephone numbers as the point of contact with the public in case of emergency or for responding to general citizen inquiries;
5. **THAT**, in the ongoing Covid-19 pandemic period, access to valuable information from government institutions has proved difficult and expensive on account of the calling costs incurred by tax-paying citizens;
6. **THAT**, millions of Kenyans are unable to access information from various departments of government primarily because the typical contacts provided by government offices are mobile numbers or landlines for both regular and emergency inquiries;

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7. **THAT**, efforts to address this matter with relevant authorities have not borne much fruit;
8. **AND THAT**, the matter in respect of which this petition is made is not pending before any Court of Law or Constitutional body.

Therefore, your humble Petitioners pray that the National Assembly through the Departmental Committee of Administration and National Security:-

- 1) Enquires into the matter with a view to securing the installation of Toll-Free Numbers in all vital and non-vital government departments that are manned by professional customer service agents around the clock;
- 2) Secures the provision of civic education to sensitize the public on how to use Toll-Free Numbers in order to guarantee faster service delivery to the public, improve feedback mechanisms for the government through this system, and facilitate communication during emergency situations, and
- 3) Secures the drafting and publication of a policy guiding and directing the use of essential Toll-Free Numbers under use by the various offices and departments of government.

And your **PETITIONERS** will ever pray.

PRESENTED BY



HON. GEORGE THEURI, MP
MEMBER FOR EMBAKASI WEST CONSTITUENCY

Date..... 1st / OCT / 2020

NO	NAME	ID NUMBER	TEL. NUMBER	SIGNATURE
1.	Lynn Korubo	37911419	0742418932	
2.	Vicky Ningy	36206870	0712488068	
3.	Njumbina Paul	22846710	0788404581	
4.	FRED ARESI	24128155	07886512	
5.	WARINGA GITOMA	28744128	0728938883	
6.	BRIAN OHENO	24725233	0725140239	
7.	Tabby. kl. KAMAU	35230759	0791759837	
8.	JACKLINE WANJA	29391863	0707390833	
9.	HAZELL AIENO	28495324	0725777455	
10.	PATRICK KAMAU	28138185	0720662834	
11.	NADMI WANJIRU	25226759	0708673863	
12.	AMIONY MURITHI	24416286	0723350726	
13.	SULIET KERUBO	27646085	0711731008	
14.	DREEN KARIMI	26923378	0728773525	
15.	VINCENT WAWERU	37889540	0785346336	
16.	MARY NYAMUSI NATOKI	26871555	0717400925	
17.	JOYCE WAMBURA MWANGI	33184366	0719262068	
18.	NANCY WANJIRU MAINA	28067915	07288800460	
19.	JANE WAMHERA	37368948	0762586664	
20.	Grace Kamau Kahunguwa	11252592	11252592/0728335783	
21.	VASCALA MWIYA	26157223	0759842134	
22.	Grace Muthoni Wanjiru	25209437	071227228	
23.	AUCE NAMBUI	22632054	0725576165	
24.	Martin Akiba	13303030	0723077120	
25.	AMIONY WAWERU	35821840	0792929104	
26.	GRACE MUGURE	34023689	0723046889	
27.	Janice Wanjiru	36823460	0742154344	
28.	Maxwell Akiba	32088144	0728614954	
29.	DENNIS MWANIKI	37808476	0721345990	
30.	Mercy Muthoni	35844494	0724905887	
31.	GRACE MUGURE	36462653	0758940233	
32.	Ken David	35762965	0790584016	
33.	SIMON KAMAU	36187279	0746960677	
34.	FRED RICK KARANA	25874014	0790391778	
35.	Jackson Mwangi	28723015	0757211646	
36.	Jeff Moluse	34294223	0720467173	
37.	NIXON OYOLO	32177227	0726178922	
38.	Nancy Wanjiru	31195666	0728207951	
39.	Fredrick Mwangi	31707833	0720237336	
40.	DEVID MBURU	37744532	0748865113	
41.	STEPHENI MUTUMA	33091655	0723065444	
42.	Maurice Mwan	22506956	0723369331	