

REPUBLIC OF KENYA



PARLIAMENT  
OF KENYA  
LIBRARY

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TWELFTH PARLIAMENT

*(SECOND SESSION)*

SECOND REPORT OF THE COMMITTEE ON MEMBERS' SERVICES AND  
FACILITIES

ON

IMPROVEMENT OF SERVICES AND FACILITIES

24 APR 2018

Approved  
H. H. H.  
D. S.

The Clerk's Chambers  
National Assembly  
Parliament Buildings  
NAIROBI

APRIL, 2018

## FOREWARD

The National Assembly Standing Order No. 212B establishes the Select Committee on Members' Services and Facilities which is charged with the mandate of receiving and considering views of Members of the National Assembly on the services and facilities provided to them by the Parliamentary Service Commission for their benefit and well-being. The Committee is also charged with advising and reporting on all matters connected to these services and facilities; it is therefore the forum through which the Members of the National Assembly channel views regarding their welfare to the Commission.

The Commission is established under Article 127 of the Constitution. Article 127(6) mandates the Commission with among other things, to provide services and facilities as are necessary for the efficient and effective functioning of Parliament. Parliament has a wide range of Members' facilities including but not limited to: buildings, parking bays, grounds, gymnasium, offices, office equipment (*such as computers and photocopying facilities*), office furniture and fittings, committee rooms and that the Commission has a herculean task of ensuring that the said facilities are not only well maintained but also well attended to. Pursuant to the provisions of Article 127 of the Constitution, the Commission extends an array of services to Members such as cleaning services, telephone services, printing services, medical services, catering services, security services, ICT services, library services, catering services, mortgage and car loan facilities and therefore the Commission, again, has duty of ensuring the services are not only readily available but ensuring they are of a quality that the Members would expect. The Committee recognizes that, for Members to be effective and efficient in their constitutional tasks, they must be equipped with the necessary facilities and services. It was therefore important for the Committee to inquire into how the services and facilities in Parliament could be improved.

The Committee do understand that catering as a service is very essential in facilitating members of the National Assembly discharge the constitutional duties in an effective and efficient manner. Whilst it is a fact that the catering unit in Parliament has been in existence since 1967, the Committee was concerned that the provision of this service has continued to face challenges in areas such as quality of food, administrative malpractices, financial impropriety and lack of prudence in the management of the Catering Unit.

In light of the above the Committee set out to examine the extent of the challenges mentioned above with a view to making recommendations to the House. The Committee held meetings with relevant stakeholders, reviewed Hansard reports of the House and drew lessons from other parliamentary jurisdictions.

This Committee made an array of observations as follows:

- (1) There is need for renovations and repairs to be undertaken in most of the buildings of Parliament.
- (2) The Committee rooms require adequate furniture and fittings to accommodate Members of Parliament, staff and the members of the Public attending committee meetings.

- (3) There is lack of office equipment in the Members office which hampers effective service delivery.
- (4) Due to lack of policy on cleaning standards for Parliament premises, cleaning of parliament buildings is not undertaken to the required quality standards.
- (5) There is no service charter displayed in any service area within Parliament building prescribing time frame within which a service is rendered to a client.
- (6) The gymnasium is not in good condition, the gymnasium equipment are almost obsolete and are not well maintained and lacks proper ventilation, aeration and with precarious hanging lights which is a safety hazard for users of the gym.
- (7) The library lacks the necessary resource materials that would be useful for Members and has also no enough space to accommodate readers and research persons.
- (8) The Parliament entrances are not well designed to provide for crowd control and avoid traffic pile when there is huge flow of vehicles coming to Parliament.
- (9) The lavatory capacity in Parliament is not adequate to cater for huge population following the increase of members of parliament from 224 to 416.
- (10) The members are not updated on a monthly basis of their committee allowances as well as Chamber sittings.
- (11) The Committee noted that the Commission engaged Ms. Liaison Healthcare Ltd to provide Medical Insurance Cover for two years effective 1<sup>st</sup> January, 2018. The Committee was apprised that Members were concerned by the quality of medical cover services rendered by the Ms. Liaison Healthcare Ltd and observed that the Company should be engaged to improve on their services to Members.
- (12) That some facilities in Parliament are not accessible to persons with disabilities and hence the buildings do not comply with the requirements of the Persons with Disabilities Act No. 14 of 2003.
- (13) There are broken down furniture and broken down and salvaged motor-vehicles that are lying in exit areas hence a disaster and wastage in value.
- (14) The Commission has not set up a lactating mothers station/ crèche.
- (15) That the allowances (millage, car grant and mortgage) do not take cognizant of the prevailing market rates.
- (16) The lack of a specific budget for the Catering Unit may be a cause for the delay in repairs and upgrading of the infrastructure in the Catering Unit.
- (17) Procurement of consumables at the catering Unit are singly made by the Catering Manager and this poses a difficulty in determining how the Manager awards tenders to the service providers in the prequalified list and whether there is compliance with the list.
- (18) The Catering Fund has not been audited for the last twelve (12) years. This pauses the issue of value for money and inability to determine whether the Catering Unit is able to analyze whether it is making profit or loss.
- (19) A majority of the staff in the Catering Unit do not possess skills in catering or general hospitality.