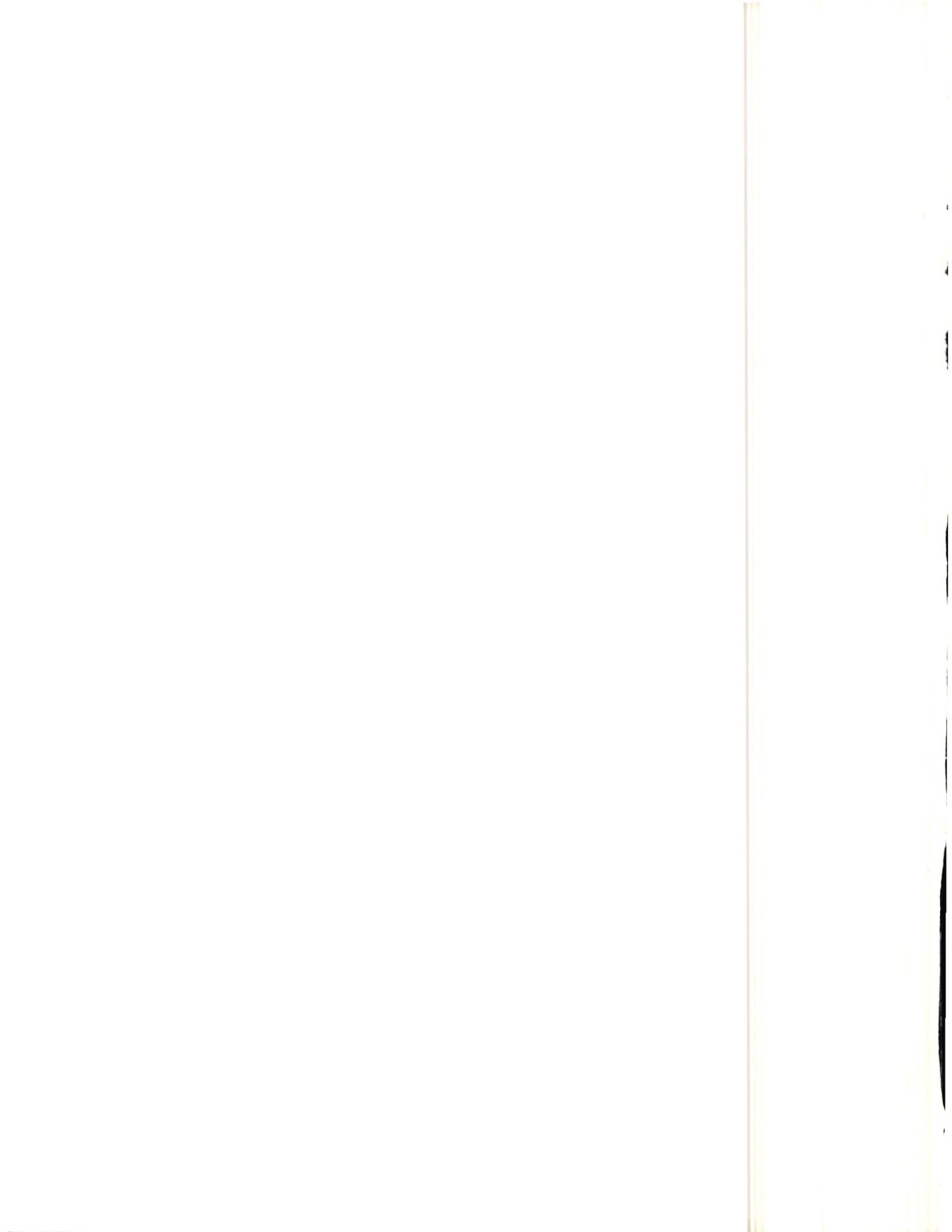




PARLIAMENT OF KENYA
PARLIAMENTARY SERVICE COMMISSION
ANNUAL REPORT 2011





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THE THIRD PARLIAMENTARY SERVICE COMMISSION



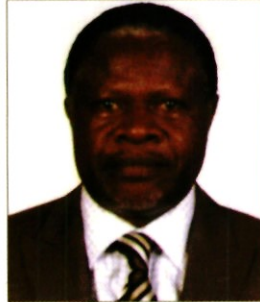
Hon. Kenneth Marende, EGH, MP
Chairman



Hon. Adan Keynan, MP
Wajir West- Vice Chairman



Hon. Jamleck Kamau, MP-
Kigumo - Member



Hon. Chris Okemo, EGH, MP
Nambale - Member



Hon. Joseph Lekuton, OGW, MP
Laisamis - Member



Hon. Aluoch Olago, MP
Kisumu Town W. - Member



Hon. Zakayo Cheruiyot, MGH
MP Kuresoi - Member



Hon. Peter Mwathi, MP
Limuru - Member



Hon. Wilson Litole, OGW, MP
Sigor - Member



Hon. Walter Nyambati, MP
Kitutu Masaba - Member



Patrick G Gichohi. CBS
Clerk/Secretary

BOARD OF MANAGEMENT



Patrick G. Gichohi, CBS
Clerk of the National Assembly



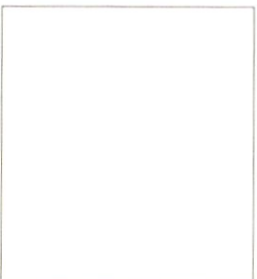
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Gerald O Okolla
Director, Administrative Services



Clement Nyandiere
Director, Information and
Research Services



Director, Finance and Accounting
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2. **Ms. Phylis Makau (Director, Parliamentary Budget Office)**
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5. **Mr. Joel Irungu (Senior Finance Officer)**
6. **Ms. Margaret Igane (Senior Personnel Officer)**
7. **Mr. Mohamed A. Mohamed (Clerk Assistant / Secretary to the Board of Management)**
8. **Mr. Daniel Chania (Clerk Assistant, PSC Secretariat)**



The renovated MP's entrance for the new Chamber



FOREWARD BY THE CHAIRMAN OF THE COMMISSION

I am honoured to present to you the report of the Parliamentary Service Commission for the year 2011. The Commission through its annual report aims to provide information on how Parliament and the Parliamentary Service performed during the year under review. As an institution, we have an obligation to inform the public how the funds voted for the running of Parliament have been utilized.

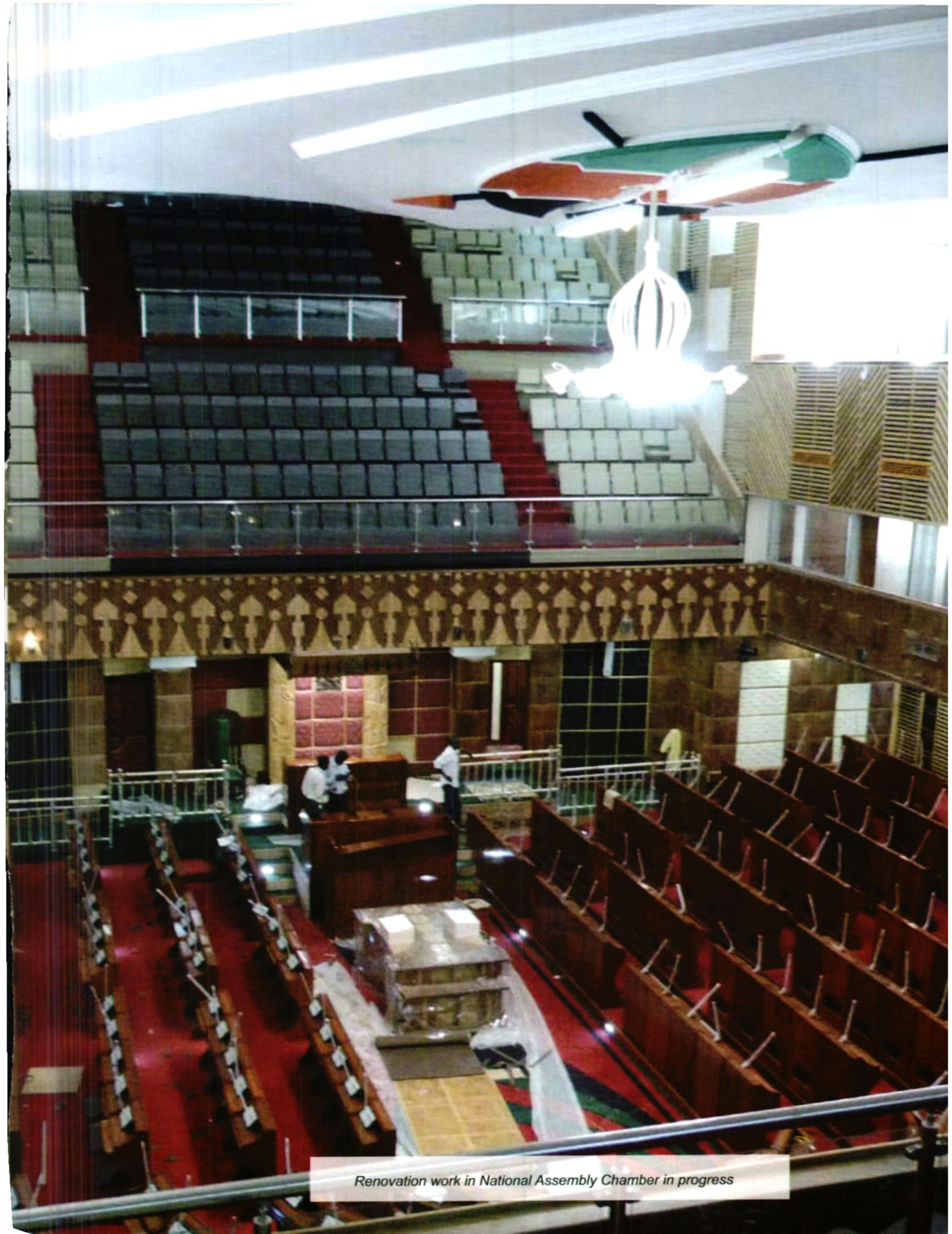
Our objective, as a Commission, is to sustain and build on the progress made by the First and Second Commissions and ensure that the institution of Parliament continues to discharge its mandate as provided for in the Constitution. As a Commission, we remain focused on working for the good of the House and its Members by supporting them in carrying out their roles of legislation, representation, and oversight.

The passage of the Constitution of Kenya 2010 placed heavy responsibilities on the institution of Parliament. In preparation to accommodate an expanded Parliament, the Commission embarked on the renovation of the main chamber which hopefully will be ready for occupation by April 2012. Plans are underway to lease and renovate offices in Harambee Plaza to alleviate the shortage of office space which the Parliament faces. Major renovations of the senate chamber, the main Parliament buildings and County Hall area are also in the pipeline, in order to create offices for the leadership of Parliament. Besides, the Commission has worked out and established the financial and human resource requirements for the smooth running of the National Assembly and Senate and have engaged relevant government departments in order to actualize these plans.

In keeping up with the pace of reforms and the need to adopt a corporate approach in managing Parliamentary Service delivery, we endeavour to maintain our focus on the fundamental purpose of the Commission which is to serve the Members in the performance of their constitutional mandate as the people's representatives. The Commission shall continue to observe best practice in service delivery and value for money in the management of the Commission's resources, ensuring that all spending is within the prescribed framework.

The Commission appreciates the support it continues to receive from Members and staff and looks forward to a fruitful year 2012 which marks the final year of the 10th Parliament.

HON KENNETH MARENDE, EGH, MP
SPEAKER OF THE NATIONAL ASSEMBLY/ CHAIRMAN, PSC



Renovation work in National Assembly Chamber in progress



MESSAGE FROM THE CLERK OF THE NATIONAL ASSEMBLY

The Parliamentary Service Commission continued to make progress during the year 2011 in the implementation of the 2008-2018 Strategic Plan and the annual roadmap in accelerating the implementation of the Constitution. Directorates and departments prepared annual work plans which set out the activities they intended to accomplish, together with the target timelines for each activity.

The 2008/2018 Strategic Plan has been reviewed in line with the changes brought about by the Constitution of Kenya 2010. In an effort to enhance the capacity of Members and staff and to equip them with the skills necessary for implementation of the Constitution, the Commission has facilitated staff training and capacity building, both locally and internationally. The Commission is also committed to implement a robust human resource strategy to attract and retain highly skilled professional staff committed to service delivery.

Parliament is expected to play a key role in the implementation of the Constitution 2010 so that the voice and aspirations of Kenyans are realized. The Commission recognizes the numerous opportunities and challenges that the Constitution has introduced and has made tremendous effort to ensure that all staff gain sufficient knowledge of the provisions of the Constitution together with their role in its implementation. Staff have remained professional and non-partisan so as to preserve the integrity of Parliament.

A key milestone in 2011 was the successful passage of key legislations in support of the implementation of the Constitution. The Commission has ensured effective service delivery whenever the House spent long hours in consideration of Bills.

During the year under review, the Commission has implemented key projects that are essential to the operationalization of the two chambers of Parliament in 2013. The refurbishment of the National Assembly chamber has progressed well and plans are underway to refurbish the Senate chamber and to also construct a modern office block to cater for the additional office space that will be needed.

This Annual Report contains an overview of the activities of the various directorates/departments of the Parliamentary Service for the year 2011, highlighting the planned activities, achievements and challenges encountered in execution of their mandate. As staff of the Commission, we commit ourselves to serve, with dedication, Members of Parliament and other stakeholders and more so, Kenyans of all walks of life.

PATRICK G. GICHOHI, CBS
CLERK OF THE NATIONAL ASSEMBLY/ SECRETARY, PSC



Rear view of the main Parliament building



VISION, MISSION & CORE VALUES

VISION

To be a supreme, effective, efficient, and self-sustaining Parliament as a major participant in the process of good governance.

MISSION

To facilitate the Members of Parliament to efficiently and effectively fulfil the constitutional mandate in a representative system of government by upholding and ensuring the autonomy of parliament in its corporate relationship with other arms of the government.

CORE VALUES

Professionalism and Teamwork: We shall strive to maintain a high level of competence while promoting teamwork and professionalism.

Objectivity and Impartiality:

We shall be objective and impartial in delivery of service.

Accountability, Transparency and Integrity:

We shall maintain the highest level of accountability, transparency and integrity in the discharge of our duties.

Courtesy:

We shall be customer-focused, courteous and accord respect to everyone.

Efficiency and Responsiveness:

We shall be efficient, provide quality services and be responsive to the needs of all our stakeholders.

PART 1: INTRODUCTION

The Parliamentary Service Commission (PSC) through this Annual Report aims to provide information on how Parliament performed in 2011. The Strategic Plan 2008-2018 sets out a vision of the PSC to make Parliament a centre of excellence. The Strategic Plan also makes a commitment by the Commission to improved service delivery to Members in the House, in the Committees and in their constituencies through the Constituency Liaison Office.

The adoption of the Constitution of Kenya 2010 necessitated a review of the Strategic Plan as the Commission is now expected to provide facilities for an expanded National Assembly and the Senate. Details of the activities undertaken by the specific directorates/departments are covered in this report. The report is presented in six parts, namely:-

Part I: Introduction: This gives a general overview of the Report.

Part II: Executive Summary of PSC activities for 2011: This includes major milestones of the Commission in 2011.

Part III: Directorates/Departmental progress reports: This part covers a summary of activities implemented by directorates/departments in 2011.

Part IV: Challenges and recommendations: This part gives a summary of the challenges common to all the directorates and departments. Recommendations on how to overcome these challenges and improve service delivery in 2012 are also outlined.

Part V: Conclusion: This part captures the Commission's commitment to facilitate Members to discharge their constitutional mandate.



Security control at the MP's entrance in the main Parliament building

PART II: EXECUTIVE SUMMARY OF ACTIVITIES FOR 2011

Section 25 of the Parliamentary Service Act, 2000 requires the Commission to prepare and lay before the National Assembly, a report of its annual operations. Pursuant to this requirement, the report covers the following areas: Reports on the major accomplishments of the Commission and from the various directorates and departments of the Parliamentary Service Commission for the year 2011.

During the year, the Commission held a total of 45 meetings in which various resolutions and decisions were arrived at. The Commission's five Committees which handle specialized aspects before presentation to the Commission held a total of 66 meetings during the year. The Committees are:

- a) The Finance Committee
- b) The Tender and Procurement Committee
- c) The Members' Welfare Committee
- d) The Staff Welfare Committee
- e) The Security and Development Committee


Below is a summary of activities undertaken by the Commission in 2011:

1. Enhancing the Legislative and Oversight Role of Parliament

In the past year, the Commission endeavoured to improve the capacity of Members to introduce and pass legislation in the House. In this regard, a total of 59 Bills were introduced in the House, out of which 32 were passed. Further, a total of 154 Motions were introduced and resolutions were made on them. A total of 1,036 Questions were asked and 645 were answered by Ministers.

2. Members' Welfare

The Commission is committed to ensuring that Members are facilitated to discharge their constitutional mandate in a conducive working environment. In this regard, the Commission progressed with the chamber renovations and also embarked on the process of remodeling of Harambee Plaza to provide office space for Members of Parliament. Members were also facilitated through provision of medical and insurance services. The gym and catering facilities



were also enhanced and continued to offer quality services to Members. Through the Centre for Parliamentary Studies and Training (CPST), some Members were assisted to prepare Strategic Plans for their constituencies.

3. Staff Welfare

The Commission executed decisions on staff recruitment, confirmation, promotion, deployment and discipline. The Commission also facilitated capacity building for staff through regular workshops and external training. A number of study tours to countries of best practices were undertaken and staff also benefited from attachments to other parliaments.

The Commission enhanced capacity in the Parliamentary Budget Office by recruiting eight (8) Budget Officers. This was necessary in order to ensure adequate human resource in readiness for the new dispensation where Parliament will be a major player in the budget making process. The human resource consultancy engaged in 2010 to develop comprehensive schemes of service and organizational structure for the Parliamentary Service was concluded and the recommendations adopted for implementation.

4. Development Projects

The refurbishment of the National Assembly Chamber which commenced in 2010 proceeded in the year 2011. In addition, the Commission approved the following projects in preparation for the 11th Parliament:

- Refurbishment of the Senate Chamber.
- Partitioning of offices at Harambee Sacco Plaza for office space for Members.
- Renovation and partitioning of offices at Main Parliament to create the Senate wing and the National Assembly wing.
- Development of a master plan for the CPST.
- Construction of live Radio and TV broadcasting studios was completed in 2011 and the equipping is in progress.
- Construction of a 26 storey office block to provide office space for Members of Parliament, additional Committee rooms and other necessary facilities for the efficient execution of Members' constitutional mandate.

5. Notable Challenges

The Commission faced various challenges in the course of the year which affected the achievement of some objectives, among them:

- Inadequate staffing in some technical departments which affects service delivery.
- Inadequate office space for both Members and staff.
- Delayed implementation of Commission projects.
- Delayed implementation of a robust human resource strategy.



Backyard of the main Parliament buildings.



PART III: DIRECTORATES/DEPARTMENTAL REPORTS

1. OFFICE OF THE SPEAKER

The Speaker's office works closely with all parliamentary offices, notably the Deputy Speaker, the Speakers Panel, the Whips and the Clerk's Office, to deliver services to the House and Members.

Targets for 2011

- a) Implementation and operationalization of the Constitution.
- b) Building adequate capacity for the Office of the Speaker.
- c) Improving the image of Parliament.
- d) Improving the welfare of the office holders/ staff in the secretariat.
- e) Building strong coordination between the Speaker's office and other parliamentary offices with a view to improving overall efficiency in Parliament.

Activities undertaken

For the year 2011, the office had the following key deliverables:

- a) Coordinated Parliamentary friendship groups, caucuses and extending diplomatic courtesies to the various dignitaries visiting the country.
- b) Held an inaugural retreat for the office of the Speaker.
- c) Coordinated the Speakers conferences together with the East African Community, the Commonwealth Parliamentary Association, the Inter-Parliamentary Union, the Intergovernmental Authority on Development and the Kenya National Dialogue and Reconciliation by the Kofi Annan Foundation.
- d) Staff attachments to various parliamentary jurisdictions.
- e) Outreach programmes with a view of improving the image of Parliament that include Parliamentary Prayer Group joining different groups in various parts of the country (constituencies, churches and schools) for prayers.

Challenges to service delivery

- a) Inadequate office facilities.
- b) Lack of a functioning structure and proper place for the Speaker's secretariat.
- c) Inadequate utilization of ICT to ease coordination with other departments.
- d) Lack of a communication policy for the National Assembly.
- e) Inadequate financial support and facilitation to accommodate the secretariat's requirements.

2. OFFICE OF THE CLERK

2.1. OFFICE OF THE CLERK

The Clerk of the National Assembly is the Chief Executive Officer of the National Assembly, Secretary to the Commission, Chair of the Board of Management and the Principal Procedural Advisor to the House, the Speaker, the Deputy Speaker and all Members of the House. The Clerk oversees the overall administration of Parliament. The office coordinates and facilitates the activities of the Commission, Directorates and Parliamentary office holders.

The establishment of the Secretariat for the Clerk's office was envisaged in the 2008-2018 strategic plan so as to ensure optimum coordination of administrative activities in the office and between the Directors.

The responsibilities of the Secretariat include:

- a) Coordination of administrative activities in the office of the Clerk.
- b) Coordination of administrative activities between the office of the Clerk, the Senior Deputy Clerk and the other members of the Board of Management.
- c) Coordination of the activities of the Departments that directly report to the Clerk.
- d) Secretariat to the Board of Management, including coordination and follow up of the Board resolutions and ensuring timely handling of Member's complaints directed to the office of the Clerk,; and .
- e) Coordination of visits by other parliamentary jurisdictions in consultation with the relevant Departments.

Targets of the Clerk's Secretariat for 2011:

- a) Induction programmes for recruited staff into the operations of Parliament.
- b) Facilitation of attachment, training programmes and study tours for the staff to gain more parliamentary knowledge.
- c) Coordination and management of the activities of the Board of Management.
- d) Preparation of annual report of Board of Management.
- e) Coordination and facilitation of visiting delegations from various Parliamentary jurisdictions.

Activities achieved in 2011:

- Facilitated meetings and activities of the Board of Management and Heads of Department. The Board held a total of 25 sittings while the Heads of Department had a total of 5 sittings during the year under review.
- Preparation of annual Board of Management report.
- Successful tracking of Board resolutions on weekly basis.
- Coordinated induction of the recruited officers into the operations of parliament.
- Capacity building for staff on bicameralism – attachments, trainings and study tours for staff to various parliamentary jurisdictions.
- Successful coordination and facilitation of visiting delegations from various Parliamentary jurisdictions and extending diplomatic courtesies.
- Prepared proposals for structure of offices of the Clerks of both Houses.

Challenges faced by the Secretariat during the year under review:

- Lack of clear support structure for the Clerk's Secretariat and the Board of Management.
- Increased workload.
- Inadequate office space.

2.2. THE PARLIAMENTARY SERVICE COMMISSION SECRETARIAT

The Parliamentary Service Commission Secretariat is the institutional memory of the Parliamentary Service Commission. It performs the following facilitative functions:

- a) Preparation and circulation of the Commission's Agenda: In liaison with the Directors and Heads of Department, the Secretariat prepares and serializes the agenda for the Commission in the form of Papers. These Papers are then considered by the different Committees of the Commission which make specific recommendations for consideration and adoption by the Commission
- b) Taking and preparation of minutes: All records of the Commission, papers, recommendations, resolutions, minutes and correspondence are under the custody of the Secretariat. The Secretariat takes Minutes of all Commission meetings and those of its various Committees in a given year and archives them for future reference. After every meeting, the minutes are circulated to officers to appraise them on what is expected of them before the next meeting.
- c) Sending of notices of meetings and circulation of minutes: Before any meeting is held, official notices are sent out to Commissioners in the case of a Commission meeting and to the Committee Members in the case of a Commission Committee meeting.
- d) Follow up on action on the implementation of Commission resolutions: The Commission considers the recommendations from its Committees and makes appropriate decisions. The secretariat follows up actions taken by various officers/ departments/directorates.
- e) Co-ordination of the Commission's activities on behalf of the Secretary: The Secretary to the Commission is the Clerk of the National Assembly. The Clerk is assisted by the Secretariat in the management of Commission affairs. This includes organizing Commission/Committee meetings, retreats, study tours, host of parliamentary delegations from other jurisdictions, coordination of transportation facilities, and other administrative activities.

Activities undertaken

During the year under review, the Commission Secretariat facilitated the Parliamentary Service Commission to hold a total of thirty (30) meetings. The Committees of the Commission continued to be active during the year under review and they held a combined total of 60 meetings:

- The Staff Welfare Committee held a total of fourteen (14) meetings.
- The Security and Development Committee held a total of twenty (20) meetings.
- The Tender and Procurement Committee held a total of ten (10) meetings.
- The Members Welfare Committee held a total of six (6) meetings.
- The Finance Committee held a total of ten (10) meetings.

The Secretariat facilitated the Commission to consider reports emanating from the Board of Management and with the assistance of senior officers headed by the Clerk/Secretary to the Commission, made resolutions on various issues.

Challenges in service delivery

- Limited office space: A registry is required for secure storage of sensitive Commission documents.
- Inadequate capacity building: There is need for staff exposure through training in management, human resource, conduct of committee work and report writing.

2.3 INTERNAL AUDIT

The Internal Audit is an assurance tool on governance, risk management, and control processes in the National Assembly.

Activities undertaken

- a) Conducted countrywide field visits to audit Members of Parliament Constituency Office operations.
- b) Conducted a workshop for heads of department in conjunction with the audit committee to review progress on audit recommendations.
- c) Weekly verification of Cash Office operations.
- d) Prepared the following reports for the National Assembly Audit Committee, and tabled before the Board of Management; action officers were then expected to act on the recommendations.
 - Report on annual accounts of the Members' Health Club.
 - Report on the Transport system in Parliament.
 - Report on Committee operations.
 - Review of per diem rates.
 - Report on the budgetary processes in Parliament.
 - Report on ICT system in Parliament.

Challenges faced

- Slow or non-implementation of audit recommendations: Some of the important audit recommendations meant to improve operations have not been taken on board by the departments concerned.
- Inadequate capacity building for the staff in the department.

2.4 SERJEANT-AT-ARMS DEPARTMENT

The functions of the Serjeant-At-Arms department embrace all security and protective operations within the National Assembly. In the day-to-day operations, the department is charged with the following responsibilities in all the Parliament buildings:

- a) Ensuring protective security for all personnel and property
- b) Performing chamber and ceremonial duties
- c) Maintaining custody of the Mace
- d) Accessing control management.
- e) Crowd management.
- f) Coordinating parliament police.

Activities undertaken

In the year under review the department accomplished the following tasks:

- a) Security was enhanced by intensive screening and provision of improved car stickers.
- b) The Memorandum of Understanding (MOU) with the Police was maintained and the Dog section patrols were enhanced
- c) The department oversaw the issuance of sermons to 1200 witnesses
- d) During the year under review all the Committee meetings (closed/open) which were held in the Parliament Buildings were well covered by the department.
- e) Crowd and access control was well managed in all the four buildings during the year under review.
- f) Several members of staff from the department attended sensitization workshops at the CPST. In addition four different groups from the Department were attached to Australia, Israel, Burundi and Ugandan Parliaments.



Challenges to service delivery

- The MOU with the police needs to be reviewed in cognizance of the emerging changes within the National Assembly.
- There is need for the operationalization of the Integrated Security Management System and training of staff on how to operate and maintain the system.

2.5 MAINTENANCE DEPARTMENT

The activities of the Maintenance Department range from normal maintenance work, minor repairs and refurbishment and alterations in some areas. The Maintenance Department is also involved in planning and coordination of implementation of Commission projects, including liaison with consultants. The maintenance work covers maintenance of buildings and plant repairs, maintenance of gardens, replacement and servicing of equipment and ensuring continuous supply of water and electricity.

Activities undertaken

- a) Renovation of Health Club.
- b) Replacement of car park tents.
- c) Installation of new water pumps in Main Parliament and the CPST.
- d) Replacement of Main Parliament inner fence with razor fence.
- e) Partitioning of offices for staff and operations including the kitchen.
- f) Cleaning of various buildings and facilities.
- g) Renovation of cold room in Main Parliament Restaurant.

Challenges to service delivery

- Delayed staff promotions.
- Inadequate staff in areas of plumbing, carpentry and masonry.



Staff and participants follow proceedings during the ICT Open Day 2011

3. DIRECTORATE OF LEGISLATIVE AND PROCEDURAL SERVICES

3.1 LEGISLATIVE SERVICES DEPARTMENT

The Directorate of Legislative and Procedural Services has the following mandate: -

- Provision of procedural and legislative Services to the Speaker, the Deputy Speaker and all Members of Parliament.
- Co-ordination and provision of all requisite services to enable the smooth operation for the House including, but not limited to; -
- Processing of Bills.
- Clerking and management of the House Business Committee.
- Processing of Motions.
- Processing of Sessional Papers
- Processing of Questions
- Preparation of the Parliamentary Weekly Programme of Business
- Preparation and circulation of the Order Papers
- Preparation of Votes and Proceedings (Minutes of the House).
- Recording, safe custody and archiving of Papers laid for future reference.

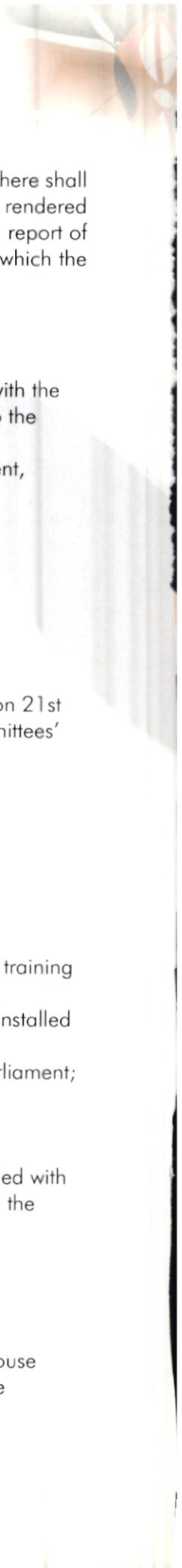
Activities Undertaken

- a) Bills: A total of 59 Bills were introduced in the House during the year, five of which were carried over from 2009 and 14 from 2010. In total 76 Bills were before the House in 2011.
- 32 Bills were passed.
 - 17 Bills were debated by the House but not concluded.
 - 24 Bills were read a First Time but not debated.
 - 3 Bills were published but not read a First Time.
 - 5 Bills were withdrawn by Leave of the House.
- b) Motions: A total of 154 Motions were introduced; out of which 26 were Private Members Motions, 47 were procedural, 16 Government Motions and 65 were to adopt Departmental Committee Reports.
- c) Questions: In total 1036 Questions were submitted by Members out of which 761 were ordinary and 275 were by Private Notice. 645 Questions were replied to.
- d) Papers laid: A total of 392 Papers were Laid on the Table of the House.
- e) Ministerial Statements: 179 Requests for Ministerial Statements were made But only 85 were responded to.
- f) Personal Statements: A total of 5 personal statements were delivered.
- g) Sessional Papers: A total of 3 Sessional Papers were introduced and adopted.
- h) Petitions: Five petitions were presented before the House

The Directorate spearheaded the preparation of draft Standing Orders for the National Assembly and the Senate. The zero drafts are ready for presentation to the Procedure and House Rules Committee. Officers from the Directorate also initiated action on and facilitated attendance of ACP-EU, CPA and IPU Conferences in Angola, Switzerland, UK and Panama.

Challenges to service delivery

- 1) Inadequate office space.
- 2) Delayed staff promotions
- 3) Unclear structures and schemes of service.



3.2 HANSARD DEPARTMENT

The Hansard Department derives its mandate from Standing Order No. 32(1) and (2) which states: "(1) There shall be published a verbatim report of all proceedings of the House, unless the Speaker is satisfied that this is rendered impossible by some emergency. (2) Every Member shall have an opportunity to correct the draft verbatim report of the Member's contribution but not so as to alter the substance of what the Member actually said (as to which the Speaker shall, in case of doubt, determine)".

Core Functions

- Under the provisions of Standing Order No.32(1) and (2), the Hansard Department is charged with the responsibility of recording and publishing a report of all proceedings of the House, in addition to the following:
- Providing verbatim reports of accountability of Committees' proceedings to Members of Parliament, Parliamentary officials and the Parliamentary Library.
- Providing verbatim reporting services to Government Commissions of Inquiry and Parliamentary Conferences, on request.
- Maintenance of the entire sound system in the National Assembly.

Activities undertaken

- a) House and Committee Sitings covered
Parliament commenced sittings on 18th January, 2011 and adjourned for the December recess on 21st December, 2011, by which time the Department had covered House business and various Committees' meetings as follows:-
- House Business - 145 sittings.
 - Local Authorities & Funds Accounts Committee - 11 sittings.
 - Public Investments Committee - 22 sittings.
 - Public Accounts Committee - 15 sittings.
 - Departmental Committee on Defence & Foreign Relations - 8 sittings.
- b) Foreign assignments & attachments
During the year under review, a few officers in the Department attended foreign assignments and training attachments as enumerated below: -
- In February, 2011 two officers proceeded to South Africa for a conference on the newly installed Hansard Production System (JAVS).
 - Two officers were part of two teams from the National Assembly that toured the Italian Parliament; one in July 2011, and another in October, 2011.
- c) Projects undertaken
In November, 2011, the process of implementing a new Hansard Production System was concluded with the sign off of the project being done on 17th November, 2011. The system has revolutionised the recording function, allowing for modern digital records that can be shared.

Challenges to service delivery

During the year 2011, officers experienced a number of challenges; these included:

- a) A heavy workload due to the increased need for Hansard services by Committees. In addition, House sittings during the year were very long owing to the tight constitutional deadlines for passing some mandatory Bills.
- b) Shortage of staff to handle the increased workload and replace officers who have exited service.

4. DIRECTORATE OF COMMITTEE SERVICES

The Directorate of Committee services deals with select committees of the house which are divided into: House Keeping; Investigatory/Watchdog, Departmental, ad hoc and others. The mandate of the Directorate includes:

- Taking of evidence and compiling reports on government expenditure as well as that of State Corporations and Local Authorities.
- Carrying out inspection tours.
- Investigate, inquire into, and report on matters relating to management, activities, administration, operations and estimates of government ministries and departments.
- Scrutinize statutory instruments to ensure that they are consistent with parent statutes.
- Follow up on implementation of government undertakings.
- Enhance equalization of opportunities for all Kenyans.
- Scrutiny of petitions committed to Parliamentary Committees.
-

Activities Undertaken In 2011

1. Scrutiny of the Budget Policy Statement and Financial Estimates: All Departmental Committees scrutinized the Budget Policy Statement and forwarded their submissions to the Budget Committee. Also, all Departmental Committees scrutinised Financial Estimates of their assigned Ministries and tabled reports in the House.
2. Reports tabled: Other reports were tabled during the year. They include but are not restricted to the following reports on;
 - a) Inquiry into maize seed shortage.
 - b) Sugar shortage and escalated consumer prices of sugar.
 - c) Alcoholic Drinks Control (Amendment) Bill, 2011.
 - d) National Police Service Bill, 2011.
 - e) Independent Police Oversight Authority Bill, 2011.
 - f) The Police Service Commission Bill.
 - g) Immigration and Citizenship Bill.
 - h) Kenya Citizenship & Foreign Nationals Management Bill, 2011.
 - i) Public Service Superannuation Scheme Bill, 2011.
 - j) Centres of Excellence in the country.
 - k) Alleged corruption in the Ministry of Water & irrigation and its agents.
 - l) Demolition and evictions of people in Nairobi and surrounding areas – Syokimau demolitions.
 - m) Appointment of Nominees to vetting of Judges and Magistrates Board (Foreign component).
 - n) Appointment of the Chief Justice, Attorney General and Director of Public Prosecutions.
 - o) Nominations of the Chairperson and Members of the Ethics and Anti- Corruption Commission.
 - p) Interim Independent Boundaries Review Commission.
 - q) Nomination Process to the Office of Controller of Budget.
 - r) Salaries and Remuneration Commission Bill, 2011.
 - s) National Government Loans Guarantee Bill, 2011.
 - t) Commission on Revenue Allocation Bill, 2011.
 - u) Capital Markets (Amendment) Bill 2011.
 - v) Contingencies Fund and County Emergency Funds Bill, 2011.
 - w) Approval for appointment of Mr. E. R. Ouko as Auditor General.

Other reports include the report of the Joint Departmental Committees on Finance, Planning & Trade and Energy, Communications and Information on Sessional papers No. 1, 2 and 3 of 2012 as well as the Eighteenth Report of the Public Investments Committee.

3. Foreign visits: The following Foreign countries were visited- Tanzania, Germany, Switzerland, USA, Malaysia, South Korea, Burundi, Rwanda, Brazil, Uganda, Mexico.



4. Inspection tours: Committees undertook the following local inspection tours:
 - Kenya Agricultural Research Institute, Naivasha.
 - National Water Conservation and Pipeline Corporation.
 - Port of Mombasa.
 - Kenya Seed Company at Kitale.
 - Vice Presidents Residence.
 - Nyanza Provincial Administration Headquarters.
 - Syokimau, Kia'ngombe, Mitumba and Kiambiu.
 - Centres of Excellence in Lari Constituency.
 - Centres of Excellence and ICT centres in Tetu Constituency.
5. Public hearings: Public Hearings were carried at Naivasha, Timboroa, Burnt Forest, Eldoret, Cherangany, Kitale, Nakuru, Narok, Sotik, Kericho, Kisumu, Homabay, Kisii, Kakamega, Mt. Elgon, Marakwet, Kuresoi, Kipkelion, Ol karau, Isiolo, Meru, Embu, Mombasa, Garissa and Turkana.

Challenges in service delivery

- Limited number of Committee rooms.
- Staff stagnation.
- Lack of storage facilities for documents received as evidence.



Staff and consultants pose for a group photo during one of the Centre for Parliamentary Studies and Training's curriculum development and training of trainers' sessions

5. OFFICE OF LEGAL COUNSEL

The Office of Legal Counsel is responsible for the provision of non-partisan, professional legal services to Members and staff of Parliament (both the National Assembly and Senate) and to the Parliamentary Service Commission. Specifically, the Office of Legal Counsel undertakes the following functions:

- Drafting private Members' Bills.
- Rendering legal opinions.
- Analyzing Government Bills.
- Speaker's counsel.
- Litigation.
- Legal research.
- Advising parliamentary committees.

Activities undertaken

- a) Technical support in the processes of implementing the Constitution: (Among others, support was extended to Parliament, the Task Force on Devolved Government and the Ministry of Local Government).
- b) Drafting and advisory services and corporate and litigation services: Support was extended to among others, the Parliamentary Service Commission and its Committees, the National Assembly, the Speaker's Office, the Clerk's Office and Members.
- c) Lecture series and outreach programme: Operationalized and institutionalized the occasional lecture series and outreach programme. Held lectures on Devolution, the East African Community, Personal Finances and held outreach activities with the University of Nairobi Law School, and Sawagongo High School in Siaya County. Hosted a student under the Starehe Boys, Centre Voluntary Service Scheme Programme.
- d) Colloquium for Legal Counsel to Parliaments: Successfully hosted the inaugural Africa Colloquium bringing together Legal Counsel serving Parliaments from around Africa. A major outcome of the Colloquium was the adoption of the Nairobi Principles on the Establishment and Operation of Legal Offices in Africa.
- e) Attachments: Successful attachments and hosting of attachments. Jurisdictions visited or hosted included USA, Canada, UK, India, South Sudan, Rwanda, Zambia, Ghana.
- f) Legal Aid Clinic held for staff. The Clinic provides an opportunity for staff of the Parliamentary Service to benefit from legal services of a personal and private nature offered ex gratia by counsel from the Office of Legal Counsel.
- g) Training: Counsel attended training and Continuous Legal Education (CLE) programmes to build their capacity.
- h) Scheme of Service: Developed Scheme of Service for the Office of Legal Counsel and presented to the consultant on human resource matters.
- i) Institutionalized off-location working: a scheme under which urgent work of a complex nature requiring keen uninterrupted attention is worked on outside the precincts of Parliament.
- j) Pupillage programme: Successfully hosted and graduated the inaugural pupillage intake of three (3) pupils.

Activities not fully implemented

- a) Drafting of Standing Orders for the National Assembly and the Senate.
- b) Establishment of a legal library/ resource centre.
- c) Review of the Parliamentary Service Act and the subsequent subsidiary Regulations.

Challenges to delivery of service

- Training and capacity building (some counsel were not able to meet the CLE threshold; a minimum number of points accumulated from attending continuing legal education programmes and events).
- Inadequate office space and equipment.
- Low funding for OLC programmes.



Inside the renovated National Assembly Chamber

6. DIRECTORATE OF FINANCE & ACCOUNTING SERVICES

The Directorate of Finance and Accounting Services plays a pivotal role in ensuring prudent internal financial management is upheld within the National Assembly. It offers financial advice to the Parliamentary Service Commission and forms the link between the Treasury and the Commission in respect of financial transactions.

The directorate ensures integrity, value for money and maintenance of financial systems in line with existing financial regulations.

Mandate of the Directorate:

- a) Formulation, interpretation and application of Accounting and Finance policy, procedures, rules and regulations as well as Public Procurement matters.
- b) Authorization of all expenditure for the Parliamentary Service Commission.
- c) Giving guidelines on all financial matters of the National Assembly.
- d) Overall preparation of the PSC budget.
- e) Financial Control for the National Assembly.
- f) Issuance of Authority to Incur Expenditure (AIE) to spending units.
- g) Planning and monitoring of Parliamentary programmes and projects.
- h) Evaluation of financial implications of major policy changes.
- i) Co-ordination of donor funding for the National Assembly.
- j) Accounting for the money allocated to Parliament.

The Directorate is composed of 4 departments, namely; Finance, Accounting, Procurement and the Constituency Liaison Office. These departments are interrelated in their specific functions that complement each other.

6.1 FINANCE DEPARTMENT

The Department of Finance is responsible for the formulation, interpretation and application of Accounting and Finance policy, procedures, rules and regulations. The department oversees the coordination, preparation, and implementation of the Parliamentary Service Commission's budget. Its strategic objective is improved utilization and absorption of allocated funds.

Activities undertaken

- a) The Department performed well and managed to streamline and synchronize the functions of Finance, Accounting and Procurement. This synergy has in turn resulted in creating efficiencies in as far as service provision is concerned.
- b) The Department successfully prepared and finalized the National Assembly's 2011/2012 Budgetary Estimates. This budget of Kshs. 8.85 billion was subsequently adopted by the Parliamentary Service Commission. It is of essence to note that in FY 2011/2012, a Development Vote to cater for capital projects was introduced, a milestone for the department and indeed, for the Commission.
- c) The Department streamlined financial management at the National Assembly by issuing A.I.Es to the Directorates and Heads of Departments.
- d) The Department facilitated the constitution of a Budget Implementation Committee to coordinate budgeting for Parliament.
- e) The Department was actively involved in the formulation of the Public Financial Management Reforms (PFMR) strategy for the years 2011-2016, for streamlining public financial management.
- f) The Department facilitated the hosting of the 2011/2012 internal consultations on the National Assembly budget workshop and also finalized on the annual work plans.



Activities not fully implemented

- A properly established office for External Resources co-ordination.
- Formation of an effective planning unit.

Challenges to service delivery

- Unpredictable absorption rate especially in projects funds, leading to surrender of voted provisions at the end of the financial year.
- The bicameral chamber means a bigger vote and more financial managerial challenges.

6.2 ACCOUNTING DEPARTMENT

The Accounting Unit is charged with the responsibility of processing and paying properly authorized and supported vouchers and claims as per the Government procedures and regulations.

The main functions include management of voted public funds in an economical manner to achieve desired goals, provision of information and reports for financial management, maintaining effective internal control system, preparation of Appropriation Accounts and other accounts, replying to audit queries and, lastly, managing National Assembly bank accounts.

Activities undertaken

- a) Development cash book was opened and is operational.
- b) Improved imprest programme was implemented.
- c) Constituency office employee payroll programme was designed and implemented.

Activities not fully implemented

- a) Automation of the mileage claim system not completed.
- b) Accounting for donor fund has not been streamlined.

Challenges to Service Delivery

There are various challenges which have been encountered, amongst them:-

- Lost a number of staff through retirement and deaths; yet to be replaced.
- The scheme of service should be approved for implementation.
- Lack of teamwork amongst the departments.

6.3 DEPARTMENT OF PROCUREMENT

The Procurement department's functions are defined in the Public Procurement and Disposal Act, 2005 and Regulations 2006. During the year under review the procurement Department had the following activities carried out:-

- Pre-qualification of Suppliers for various goods and services for the financial year 2011-2012 were concluded. These were for goods, services, and works.
- Procured all services, goods and works required to enable the delivery of service in the National Assembly for the year under review.

Challenges to service delivery:

- The AIE holders not confirming the availability of funds to procure the required goods, services and works, resulting in delays in the procurement process.
- The morale of the staff is very low because there is no upward movement in the job groups (stagnation).
- However, it is noteworthy that no challenge by a bidder on the verdict of the Tender Committee has ever succeeded before the Public Procurement Appeals Board.

6.4 CONSTITUENCY LIAISON OFFICE

The office coordinates the activities of the constituency offices including processing of reimbursements on expenses incurred while running the offices.

Activities undertaken include:-

- a) Training of constituency office staff on the management of transition and office handing over.
- b) Amendment of the employment contract document.
- c) Development of Operations Manual for constituency offices.
- d) Formation of Dispute Tribunal to handle internal conflict between Members and their staff.
- e) Verification and compilation of inventory records for all constituencies.

Challenges to service delivery

- a) Staff turnover was very high so planning was difficult.
- b) Inadequate office space.
- c) Unprocedural sacking of constituency office staff resulting into disputes.



The Speaker of the National Assembly (Centre) accompanied by Hon. Abdikadir Mohamed, Chairman of Constitutional Implementation Oversight Committee, the Clerk of the National Assembly, USAID and SUNY Kenya representatives pose for a group photo with delegates and staff during inaugural Africa Colloquium of Legal Counsels to Parliaments held in Nairobi, October 2011



7. DIRECTORATE OF ADMINISTRATIVE SERVICES

The Directorate of Administrative Services is responsible for human resources management and development, office support, catering and health services.

The Directorate provides the following services:

- Co-ordination of HR activities in such areas as recruitment, appointment, promotion of staff, general staff placement, discipline, addressing grievances and counseling.
- Interpretation and application of personnel regulations, procedures and policy matters.
- Administration of the Personnel emoluments, estimates and expenditure control.
- Management of the staff and members' pension schemes
- Co-ordination of training and development of staff.
- Co-ordination of performance management
- Preparation of reports and proposals on compensation and benefits of staff.
- Management of the payroll for the Kenya National Assembly.
- Management of the Medical Scheme for Members and staff
- Management of the Pension Scheme for Members and staff.
- Office services including transport, registry, messengerial and cleaning duties.
- Catering services.
- Health and fitness services, beauty therapy and recreational activities.

The Directorate is composed of the following departments:

- Human Resources Administration.
- Human Resource Development.
- Office Services.
- Catering.
- Health Club.

7.1 HUMAN RESOURCES MANAGEMENT

The Department aims to provide effective, efficient and timely operational support and guidance to management and staff to ensure that strategic and operational objectives are met.

Activities undertaken in 2011

- Appointments, promotions: various cases relating to new appointments, promotions, re-designation, discipline, and processing of various allowances. Staff recruited in 2011 include: 8 Fiscal Analysts, 1 Research Officer, and 10 Commission staff. Officers from various cadres were awarded promotions to higher scales on acquiring the required qualifications. A total of 45 officers were promoted in 2011 as follows: 4 Library, 4; Secretarial, 5; Catering, 32; HR, 1; Maintenance, 1; and Office services, 2.
- Confirmations: 64 officers who successfully completed their one year probation period were confirmed in appointment and admitted to the Permanent and pensionable establishment.
- Transition for officers: Facilitated the smooth transition for officers proceeding on retirement by organizing pre-retirement seminars for 50 members of staff and processing of the pension entitlement for 3 officers who attained the retirement age. Also processed death gratuity for two members of staff who passed on in the year.

- Welfare: Undertook administration of welfare issues such as compilation and computation of pension entitlement for former Members of Parliament and payment of Ex-gratia claims for former Members of Parliament. Administration of medical cover for Members of Parliament and staff was also undertaken by department. Carried out a recruitment drive for NSSF registration where a total of 380 members of staff were registered.
- Processed Emoluments for both Members of Parliament and staff.
- Discipline: Pursued issues of discipline which led to uplifting of interdiction of three officers and suspension of one officer.
- Updated the complement control data and carried out a skills audit for all Directorates.
- Development of policies: Involved in the development of draft policies in various areas. These included Human Resource policies guide, internship and secondment policies.

7.2 HUMAN RESOURCE DEVELOPMENT

The mandate of the Human Resource Development department includes identification of training needs, preparation of training projections, general co-ordination of training activities, monitoring and evaluation of training programmes and performance management.

Activities undertaken in 2011

During the year under review the following activities were undertaken:

- a) Training: Staff were given opportunities to improve their skills across a wide range of generalist and specialist areas. 56 staff were sensitized on staff appraisal; 8 staff trained on specialized ICT training (D-Spacing); 14 officers on Housekeeping Techniques; 78 on Leadership and Team building; 51 on Integrated Records Management system; 78 on Change management; and 21 on Performance Management & culture change.
- b) Induction Courses: The department facilitated tailor made in-house induction courses for newly recruited members of staff.
- c) Training Needs Analysis: A training needs analysis was carried out to enable the department to identify gaps that can be addressed by use of training intervention.
- d) Performance Management: The department facilitated Performance Management by operationalizing the Performance Appraisal tool and Appraisal Reports for members of staff were prepared.

Challenges to service delivery

- Inadequate staffing levels
- External training was constrained by inadequate financial allocation.

7.3 CATERING DEPARTMENT

The mandate of the Catering Department is to prepare and serve food and beverages to Members of Parliament, their guests and senior staff of the National Assembly; in addition the department organizes and hosts in-house functions.

To fulfill its role, the department operates a modestly equipped kitchen, a Members' only restaurant and another restaurant with a seating capacity of 160 covers, where senior staff and guests accompanied by either Members and/or senior staff can enjoy their lunch. There is also a Members' only lounge and a bar, where visitors accompanied by Members and senior officers can enjoy their drinks.

In addition the department runs a fully equipped kitchen and restaurant on 7th floor of Continental House, exclusively for sitting Members only. Catering services are also offered for the CPST staff and the various workshops held there.



Activities undertaken in 2011

- a) To enhance service delivery, equipment was bought/ up-graded including the cold room at main kitchen; head waiter's desk; various crockery and linen; electric cookers; microwave ovens; laundry trolleys; dining chairs for restaurants.
- b) Assigned one vehicle to facilitate convenient movement of food items between the various buildings and CPST.
- c) 6 staff undertook study tours to the parliaments of Ghana and Zambia.
- d) Catered for various functions such as EALA meetings, luncheons and cocktails for visiting legislators, committee meetings and workshops at CPST.

Challenges to service delivery

- Slow processing of payments to service providers leading to withdrawal of credit facilities.
- Lengthy procurement process for goods and services.

7.4 OFFICE SERVICES DEPARTMENT

The department aims to provide efficient and effective office services i.e. Registry, Transport, cleaning and messengerial duties to Members of Parliament and staff.

Activities undertaken in 2011

7.4.1 Transport Unit

- Procurement of 9 vehicles for pool services was undertaken and a disposal report for serviceable vehicles prepared.
- A proposal for establishment of a fully functional Transport unit was developed and forwarded for consideration by Management.
- The unit undertook a comprehensive audit of garages approved by the Government Chief Mechanical Engineer for motor vehicle maintenance and submitted the report to the tender committee for approval.
- The unit also prepared a procurement plan for motor vehicles for 2011/2012/2013 taking into consideration the constitutional office holders.

7.4.2 Registry Unit

- Facilitated the safe custody of personal files for Members of Parliament and staff and other general correspondence files. An audit of all files in the personnel registry was also carried out.
- Staff were trained on integrated records management system and a scanning machine was installed in readiness for computerization.
- Staff were involved in processing of the mileage claims for Members and timely receipt and dispatch of all incoming and outgoing parliamentary papers and mail.

7.4.3 Housekeeping unit

- 41 office Attendants were appraised and confirmed in appointment.
- Developed standards of cleanliness with all the contracted service providers and carried out an audit of offices in all parliament buildings and the report was submitted to the Deputy Clerk in charge of Projects.
- 20 Office Attendants undertook a certificate course in housekeeping facilitated by Kenya Utalli College. In addition one supervisor was sponsored for a one month housekeeping training at JKUAT while another undertook a one week attachment in the Parliament of Burundi.

Challenges to service delivery

- Slow processing of payments to service providers leading to withdrawal of credit facilities
- Frequent breakdown of vehicles.
- High demand for transport services.
- Inadequate staffing levels.

7.5 HEALTH CLUB

The mandate of the Health Club is to offer health services and recreational activities to both Members of Parliament and senior staff. Other duties include team building, stress management, beauty therapy, nutritional advice and disaster management. The staff at the Health Club undertake activities which are both physical and mental in nature. The club operates on a two shift basis from 6.00 am to 10.00 pm and relationship to the members is that of doctor/client Relationship.

Attendance to the Health Club by both Members and staff increased considerably in 2011 due to increased awareness of the benefits of fitness and exercise and the peaceful and tranquil environment prevailing at the health club which is stress free, conducive for rest and meditation.

Activities Undertaken

During the period under review, the following activities were undertaken:

- a) Training: Members of Parliament and senior staff attended training sessions at the Health Club at one time or the other and received the following services; health checks for blood sugar, cholesterol, body fat, and blood pressure; fitness testing, assessment, programming and training; various types of massages; physiotherapy; manicure and pedicure; facials; nutritional advice, and sauna and steam baths.
- b) Renovation: Extensive renovation was undertaken involving installation of additional lockers for patrons; Steam bath and saunas electrical and lighting system and two treadmills, two cross trainers and one summit trainer.
- c) Sports and recreation: The Club also undertook outdoor activities for both the Members of Parliament and staff, including:
 - The annual sports day.
 - Bunge football club took part in various local and international tournaments. The climax of this was when they represented Kenya in the East African Community parliamentary championships which took place in Burundi.
 - Bunge marathon team took part in various marathon championships such as the standard chartered and Lewa marathons.
 - Bunge golf team was formed and took part in various tournaments locally.
- d) Disaster Management: The department was charged with the responsibility of ensuring the safety of all the buildings, visitors' property and Members and staff of the National Assembly in case of any disaster, fire in particular. All the basic requirements were met the previous year. The major activity is the continuous maintenance of the basic fire fighting equipment.
- e) Health Club Management committee: The Health Club Management Committee was constituted. The committee is expected to come up with strategies and policies for the Club, more so the expansion of recreational facilities to accommodate the increased number of members in 2013.

Challenges to service delivery

- Old and unserviceable gym equipment.
- Inadequate staffing levels.
- Inadequate membership fee for the Health club has led to a continuous deficit balance in the face of high inflation.

8. DIRECTORATE OF RESEARCH & INFORMATION SERVICES

The Directorate of Research and Information Services is responsible for providing timely and well researched and repackaged information necessary to support legislative, oversight, and representative roles of Parliament. The Directorate provides the following services:

- a) Library, information retrieval and archival services;
- b) Research services through re-active and pro-active information gathering, processing and analyses, and technical support on data analysis and presentation;
- c) Information and communication technology support, including telephone services, and digital recording services, to Members of Parliament and staff;
- d) Formulation, interpretation and application of public relations, media and protocol policies, procedures, rules and regulations for proper management of a positive and appropriate public image of the institution of parliament;
- e) Protocol services to both Members of Parliament, members of staff and other visitors;
- f) Media relations and parliamentary broadcasting services; and
- g) Printing and publication services.

The Directorate consists of the following departments:

- Library.
- Research.
- Information and Communication Technology.
- Public Relations.
- Media and Protocol Department.
- Printing Press Unit.

Below is a summary of activities undertaken by the departments in the year 2011:

8.1 LIBRARY DEPARTMENT

The Library continued to offer information and reference services as follows:-

- a) Collection, development and updating of library collection to suit the needs of clients in the year 2011.
- b) Subscription for magazines, newspapers and periodicals.
- c) Updated the library management system.
- d) Repackaging of information by way of abstracts, summaries and indexes for easy access and quick reference.
- e) Sharing of resources and provision of inter-library lending services.
- f) Staff training on basics of establishing a repository for the National Assembly.
- g) Facilitated the Departmental Committee on Library to publish the Books and Newspapers (amendment) Bill 2011 to allow Parliament library to be a depository of all publications produced in the country. The committee also toured various local libraries and information centers.
- h) Acquisition of two additional modern photocopiers to enable the department offer effective and efficient reprographic services. Also managed maintenance contracts for servicing of reprographic machines.

Challenges faced by the Department

- The library lost two librarians through natural attrition. This compounded the serious shortage of staff that the library was already experiencing.
- Capacity building for staff.
- Space limitations for library collection development and provision of services.

8.2 RESEARCH SERVICES DEPARTMENT

The Department of Research, with eleven (11) staff exists to provide Members and staff with non-partisan and objective analysis of information on a variety of topical issues of public concern that come to Parliament. Members of Parliament, in the execution of their mandate, need access to independent, dedicated and specialized research service that offers comprehensive information and analyses on topical issues.

Activities undertaken by the Department in 2011

- a) Conference/workshop support: over 320 briefs
Among the key ones include the Inter-Parliamentary Union (IPU) conferences in Berne, Switzerland, and Panama; 7 policy briefs and discussion notes for the CPA conference in London –in July, 2011 and the United Nations General Assembly parliamentary hearings, in September 2011.
- b) Policy Analysis and Background Search papers: 160 papers done
The Department was involved in at least 160 key policy issues at various stages of formulation and development. Similarly, the Department has worked well with the Office of Fiscal Analysis in carrying out a scorecard and budgetary analysis to collect and collate views from the public in various parts of the country to inform budget proposals and also assist Members of Parliament interrogate estimates from Treasury. Staff have been actively involved in Pre- and Post-Budget public hearings.
- c) Committee technical support:
Research officers are assigned to at least two Departmental Committees. Similarly, at least three research officers are helping respectively in the Speaker's office, clerking the Committee on Agriculture and also the Committee overseeing the Implementation of the Constitution (CIOC).
- d) Conference technical support-rapportuering
The Department was the rapporteur in at least four key workshops held for parliamentarians.
- e) Speeches – 83 assorted speeches prepared for various VIPs
The research department prepared over 83 different speeches for various key leaders among them the Speaker, the Deputy Speaker, the PSC Commissioners, Committee chairs and the Clerk among others during the year under review.
- f) Bills digest
The Department carried out Bills analysis on at least eleven Private Members Bills for consideration by various Committees.
- g) Motions and Questions
Officers in the department prepared notes and background information of at least 96 request regarding Motions, Questions by Members of Parliament and Committees.
- h) Training:
A number of staff benefited from several training at various local and foreign institutions.

Challenges faced by the Department

- Little appreciation of the importance and place of research in driving policy and legislative agenda;
- Inadequate staff capacity.
- Inadequate staff training.
- Limited office accommodation.

8.3 ICT DEPARTMENT

The Information Communication Technology (ICT) department provides tools aimed at increasing efficiency, reliability, and accuracy in processing, storing and dissemination of information.

Activities undertaken by the Department

- a) User support services. The department offered support to various departments and Members of Parliament and carried out infrastructure maintenance within Parliament Buildings.
- b) Infrastructure development and maintenance: designed, implemented and supervised the installation MPLS network covering main buildings, County Hall, Continental, Harambee Plaza, and CPST to provide internet services. Also installed and terminated telephone lines to users in Protection House.
- c) Training and supporting users on the use of ICTs including Members in consultation with the HR Department.
- d) Coordinated drawing of technical specifications and the evaluation of various ICT related resources.

Challenges to service delivery

- Inadequate staffing.
- Delayed promotions of staff.
- Inadequate training.
- Delay in payment for some of the ICT services.

8.4 PUBLIC RELATIONS DEPARTMENT

The Public Relations Department's core mandate is derived from Objective 4 of the revised Parliamentary Service Commission Strategic Plan 2008 – 2018 that seeks to improve the public image of Parliament.

Activities undertaken in 2011

During the period under review, the Department engaged in the following activities:

- a) Education Outreach: The department was active in giving guided educational tours of the Parliamentary facilities and House proceedings particularly to schools, other institutions of learning and guests from within and outside Kenya. In the year 2011, over 2300 learning institutions visited Parliament bringing in over 45,000 students from the institutions.
- b) Protocol: The department continued to provide protocol services throughout the year. The year 2011 saw the highest number of visiting foreign VIP delegations in recent years. The delegations included Members and staff from the following countries: Botswana, Canada, China, Ghana, Germany, Namibia, Russia, Rwanda, South Africa, Southern Sudan, Tanzania, Uganda, Zambia, and East African Legislative Assembly.
- c) Visa and Travel: The Visa and Travel unit of the department processed over 800 visas and 300 new pass ports during the period under review
- d) Events Management: The department successfully organized or participated in organising a number of events during the year.
- e) Publications: The department facilitated a number of publications to support its outreach mission, including Bunge Magazine, 4th and 5th Issue; About Kenya National Assembly; Kenya National Assembly Frequently Asked Questions; Kenya National Assembly Service Charter; Kenya National Assembly History; and Visa and Travel Guide

Challenges faced by the Department.

- Late submission of requests and documents for processing of e.g. visas, events.
- Lack of venues for lectures. An auditorium to serve as a public education centre needs to be built.

8.5 MEDIA RELATIONS & BROADCASTING DEPARTMENT

The Media Relations Department acts as liaison between Parliament and the Media. The department's main objective is to ensure that correct information about the institution is passed by the media to the public. The department also oversees the live broadcasting of parliamentary proceedings as a way of demystifying the working of the institution, as well as, advising the House Broadcasting Committee on media related issues.

Activities successfully undertaken

- Delivered Parliamentary broadcasts and recordings.
- Collated and analyzed media coverage of Parliament and advised the Speaker, Clerk and the HBC on media issues.
- Authored several articles and commentaries on Parliament and organized 187 Press conferences for MPs.
- Organized 143 committees coverage in and outside the country.
- Accredited journalists and ensured their orderly conduct within Parliament.
- Trained journalists covering Parliament on various topical areas.

Activities in progress

- Coordination of the supply and installation of broadcast equipment.
- Preparation of journalists manual.

Challenges to service delivery

- Lack of staff to assist the Media Relations Office.

8.6 PRINTING UNIT

The Printing Press Unit was created in 2000 to take over functions previously provided by the Government Press. The mandate of the unit is to provide quality printing services to the Parliament promptly and ensuring that secrecy, urgency and accuracy is maintained on all confidential documents.

Activities undertaken in 2011

- Printed stationery and documents for all offices.
- Bound all Committee reports and library documents.
- Prepared programmes for the Speaker's Office, Clerk's Office and Public Relations Department.

Challenges to service delivery

- Inadequate technical staff.
- Inadequate modern technical equipment
- Lack of adequate office space



9. PARLIAMENTARY BUDGET OFFICE

The Parliamentary Budget Office (PBO) is a non-partisan professional office of the Kenyan Parliament whose primary function is to provide timely, accurate and objective information and analysis concerning the national budget and economy. The Office was later created by an Act of Parliament; the Fiscal Management Act, 2009.

The Office provides technical support on matters relating to Public Financial Management (PFM) and financial oversight to all Members of Parliament, Departmental Committees and Select Committees in addition to being a secretariat to the Budget Committee of Parliament. The PBO therefore helps in bridging the information gap in budgetary and economic matters in Parliament.

The PBO is functionally structured in three divisions, namely; Expenditure Analysis and Bills Costing, Tax Analysis and Inter Fiscal Relations, and Macroeconomic Analysis.

The Parliamentary Budget Office draws its mandate from Chapter 4 of the Fiscal Management Act, 2009. The mandate can be summarized as follows:

- a) To provide budget related information to the Budget Committee, the Departmental Committees and other financial select Committees of the National Assembly.
- b) To provide service to the Budget Committee, the Departmental Committees and other financial select Committees of the National Assembly within their budgetary jurisdictions.
- c) To prepare reports on budgetary projections and economic forecasts and options to reduce the budget deficit.
- d) To prepare analytic studies of specific subjects such as financial risks posed by Government sponsored enterprises and financial policies.
- e) To sponsor such national and international forums as it may consider necessary.
- f) To study budget proposals and trends and where appropriate, suggest changes in the content or format of such proposals or trends.
- g) To propose, where necessary, alternative scenarios for various macro economic variables in respect of any financial year.
- h) To establish and foster such relationships with the Treasury and with other national and international organizations, with interest in budgetary and economic matters, as is necessary for the efficient and effective discharge of its mandate.
- i) To undertake, independently or in collaboration with any appropriate person or institution, any other study or activity likely to assist in carrying out the functions specified in this subsection.

Activities undertaken

The Budget Office activities in 2011 were guided by a work plan which was drawn based on the current PARLSCOM Strategic Plan and the lessons learned from implementing the PBO work plan for 2010. Below is a summary of the activities undertaken in 2011.

- a) Sensitization of MPs on the budget process in line with the Constitution 2010: several briefings and workshops were held to sensitize Members on the new Constitution, especially Chapter 12 on Public Finance.
- b) A paper on State of the Economy and Ex-ante budget Analysis: In 2011, the second diagnostic paper on the state of the economy was done and encompassed a review of the macroeconomic situation, revenue forecasting and expenditure projection. The findings were published in Budget Options paper 2011 in March.
- c) Analysis of Budget Policy Statement: The Budget Office carried out a professional analysis of the Budget Policy Statement and discussed their findings with the Budget Committee and Departmental Committees.

- d) Analysis of Budget Speech and Conduct of Budget Public Hearings 2011: Budget Office undertook a critical study/analysis of the Budget Statement 2011 together with other Budget Documents such as Budget Strategy Paper, Estimates of Revenue, Financial Statement and Expenditure Estimates.
- e) Public hearings: Facilitated the Public hearings on the 2011/2012 budget proposals.
- f) Ex-Post budget analysis: The Office reviewed all the estimates proposed for 2011/2012 and presented their findings to the Budget Committee and other Departmental Committees.
- g) Budgetary Research and analysis of periodic reports. The Budget Office carried out thematic research on a number of economic and budgetary issues in fulfilment of PBO's objective of providing economic and budgetary information to Parliament. Some research papers done in 2011 included:
 - o Budget Options 2011;
 - o Inflation, Foreign Exchange and Interest Rates Policy Paper.
- h) Analysis of Bills: Budget Office analysed various Bills especially monetary Bills during the year 2011. These included: the CRA Bill, the Salaries and Remuneration Commission Bill, the Unclaimed Financial Assets Bill, the banking (Amendment) Bill 2011, the Micro and Small Enterprises Bill, among others.
- i) Development of a model for economic forecasting: In line with the requirements of the Fiscal Management Act, the Office initiated the development of the macroeconomic model and finalized the concept note which was peer reviewed and subsequently a contract signed with a consultant who has since embarked on developing a PBO Macroeconomic Model.

Challenges to service delivery

- Delays in receiving budget information from key stakeholders.
- Staff capacity building/training.
- Inadequate office space.



The Speaker (right) on the tour of the National Assembly Chamber with consultants and staff of Parliament

10. CENTRE FOR PARLIAMENTARY STUDIES AND TRAINING

The establishment of the Centre for Parliamentary Studies and Training (CPST) was resolved by the Parliamentary Service Commission on 8th December, 2008. Pursuant to provisions of the Parliamentary Service Act, No.20 of 2000, the Commission published the CPST Regulations in the Kenya Gazette under Legal Notice No. 95 on July 22, 2011. The Regulations provide for a semi – autonomous Centre under the management of a Board.

Role and Functions:

The role of CPST is to enhance the capacity of honourable Members, staff of Parliaments and others, by offering learning and training opportunities/courses through suitable modules. The functions include:

- a) To conduct courses for the exposition and the enhancement of the knowledge, skills and experience of Members of Parliament and Staff of the Parliamentary Service.
- b) To conduct courses on Parliamentary matters to other persons as may be approved by the Board.
- c) To provide directly, or in collaborations with other institutions of higher learning, facilities for Parliamentary Research, Studies and Training.
- d) To participate in the preservation and transmission of Parliamentary knowledge in Kenya.
- e) To conduct examinations for, and grant, academic awards as may be necessary
- f) To contribute to the effective and efficient execution by Parliament of its roles and functions in democratic governance.
- g) To prepare Modules of training on Legislation, representation and the oversight role of Parliament, in collaboration with the National Assembly and the Senate, other national or supra-national Parliaments, and other centres or institutes executing similar mandates.
- h) To undertake any other business which is incidental to the performance of any of the foregoing functions.
- i) To facilitate Training and Capacity Development for the National and County Assemblies.

Mandate

The mandate of CPST includes:-

- i. The initiation and conduct of research studies, courses in a format appropriate for exposition and enhancement of the knowledge, skills and experience of the Members, staff serving in Parliaments and other persons whose functions/work relate to and/or interact with that of Parliament.
- ii. To contribute to the effective and efficient execution of the mandate, role and functions of Parliament in democratic governance.
- iii. To prepare modules of the Curriculum in collaboration with the Kenya Parliament and with other National, Supranational Parliaments, and the centre's/institutes carrying out similar Mandate.
- iv. To share information on its functions, role and experience with similar organizations.

Work and activities for 2011

The activities implemented during the year under review include:

1. Institutional Capacity Development: Three foreign study visits were undertaken.
2. Curriculum Planning and Development: The process of Curriculum Development is under way, eighteen (18) modules of the curriculum have been developed and validated.
3. Development of the Master Plan for the CPST: A firm has been engaged to design the CPST Master Plan.
4. Workshops and Seminars: The Centre facilitated over forty workshops and seminars.

The CPST Strategic Plan 2011-2018

The strategic objectives of The CPST include the following:

- (i) Institutional Development
 - (a) To create a more effective, stream-lined institutional arrangement for provision of training service, including developed facilities, clear policies, procedures and division of roles for The CPST as the lead training and capacity development institute and training and service provider.
 - (b) To establish an appropriate mechanism for quality assurance in training, through monitoring and evaluation of training interventions, training service providers and the resulting impact on job performance of training beneficiaries.

- (ii) Human capacity Innovation
 - (a) To provide training to Hon. Members, staff and other stake holders so that they are able to develop and maintain the skills and experience necessary for the discharge of their functions.
 - (b) To develop and deliver training programs, while monitoring the quality and outcome.

- (iii) Research and Innovation
To create and sustain an environment that encourages, supports and rewards a vibrant research, scholarship and innovation culture.

- (iv) Knowledge and Information sharing
To strengthen the exchange of knowledge and information among hon. Members and staff, their networks and other key stakeholders through undertaking research, developing publications, providing training and securing adequate resources for the purpose of responding effectively to the needs of parliamentarians in Kenya (National and County) and beyond.

Support from Development Partners

The Centre has received support from the Westminster Foundation for Democracy (WFD) of the United Kingdom, the Parliamentary Centre (PC) of Canada and SUNY-Kenya of USA.

Challenges to delivery of service

- a) Inadequacy and unavailability of suitable training facilities.
- b) The Centre continued to face challenges in accessing and utilizing the budgeted funds.



Some of the staff of the National Assembly take part in a team building activity held at the CPST, Karen.



Staff participate in a tug-of-war event during the Annual Sports Day held December 2011

PART IV: CHALLENGES AND RECOMMENDATIONS

CHALLENGES

The following are the challenges that are common to all directorates and departments which affect the delivery of services:

- a) Lack of a clear organizational structure and schemes of service: A number of departments do not have an operating scheme of service and in some cases this has led to stagnation of staff on one salary scale for more than the required maximum number of years.
- b) Shortage of technical staff: A number of departments have indicated that they are unable to perform successfully due to shortage of staff. The recruitment done in the year was mainly for the Budget directorate. Other departments continued to experience the shortage of staff.
- c) Office space: Despite the Commission having acquired a few floors in Protection House, the shortage of office space continued to be a major challenge for many departments.
- d) Lack of specialized training opportunities: The low provision of resources for training has led to shortage in specialized training opportunities for most staff in the specialized departments.
- e) Lengthy procurement procedures: This has led to delay in implementation of projects and provision of services.

CONTINENTAL HOUSE



MPs' Nairobi offices

RECOMMENDATIONS

The following are the recommendations:

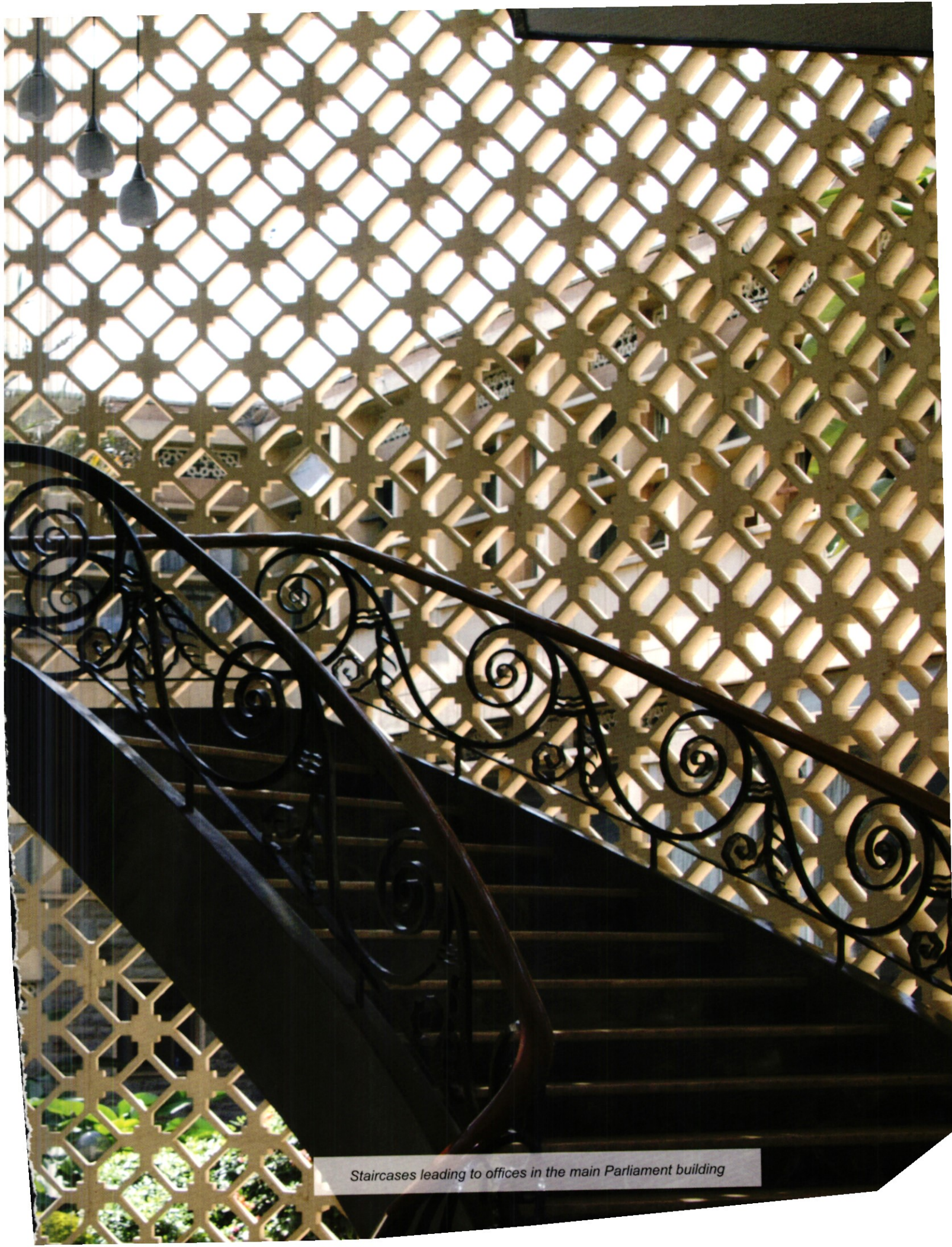
- a) Immediate implementation of the new structure that recognizes the new dispensation. This will lead to opening up of the various schemes of service and reduce the level of stagnation in various departments.
- b) Immediate recruitment of additional staff: In order to address the issue of shortage of staff especially due to the new constitutional dispensation coupled with retraining and redeployment.
- c) Leveraging ICT to support operations of the Parliament through automation of services.
- d) Use of a robust internship programme to reduce the staff shortage.
- e) Establishment of an exit window for staff who may wish to opt out of the Service for one reason or another.



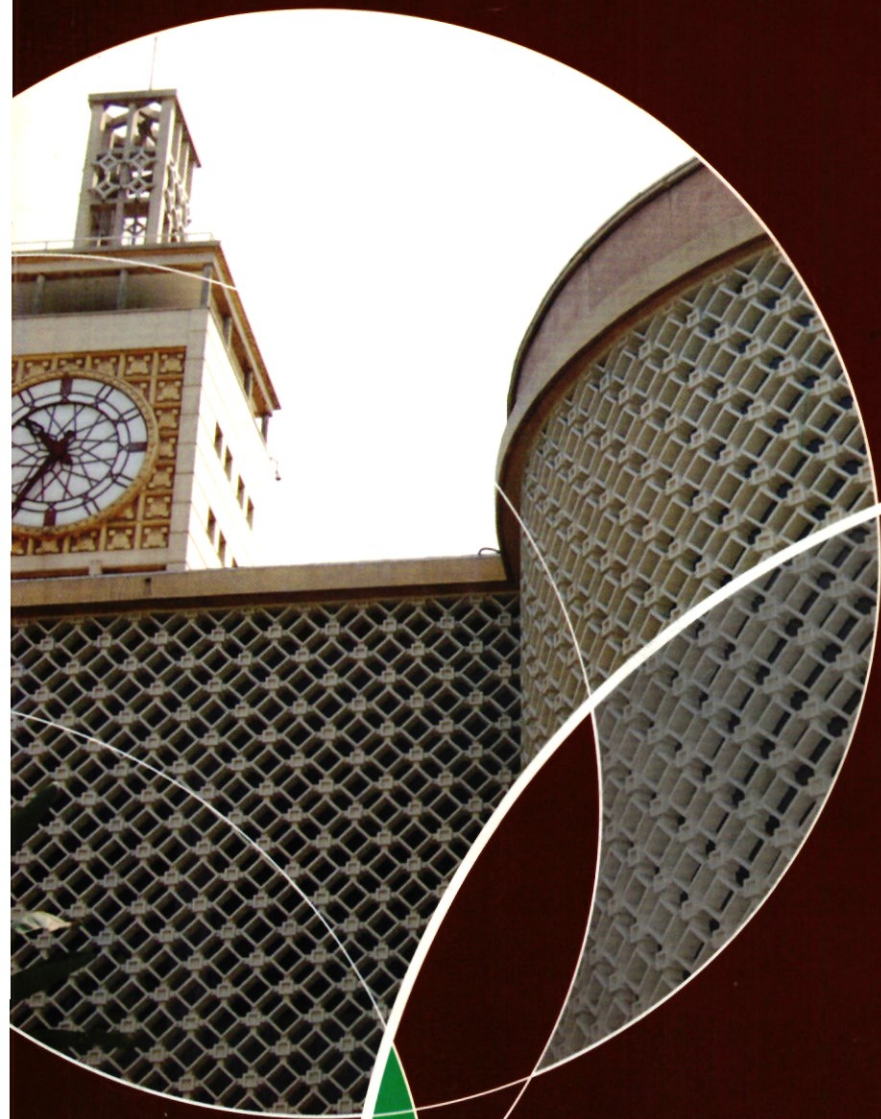
PART V: CONCLUSION

The Parliamentary Service Commission endeavours to create a conducive working environment for both Members of Parliament and staff. This includes provision of adequate facilities for efficient and effective service delivery.

All efforts have been made to ensure that the Commission is ready for the bicameral Parliament expected in the year 2013. The Commission continues to be guided by its Mission Statement as outlined in the Strategic Plan 2008-2018, which it continues to implement. It is noteworthy that a huge capital outlay will be required to facilitate infrastructure development in readiness for the expanded and bicameral House.



Staircases leading to offices in the main Parliament building



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