

REPUBLIC OF KENYA



PARLIAMENT
OF KENYA
LIBRARY

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.S.
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 1st 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.

- (20) There is an urgent need for the Commission to install a Catering Integrated Management System to enhance internal controls in the Catering Unit even if it has to seek for re-allocation of funds.
- (21) The Committee in comparable jurisdictions is also empowered to, from time to time, make rules and give directions to officials of the House in relation to specific areas within the Committee's mandate.
- (22) In the Kenyan Parliament instructions for service improvement take too long to be effected.
- (23) In other parliamentary jurisdictions e.g. the Northern Ireland Assembly, some of the dining areas offer buffet while others are exclusively for *ala carte* thereby allowing Members with a variety of options. In the Northern Ireland Assembly, there are exclusive dining areas for Members and senior staff of Parliament.
- (24) Most of the Kitchen facilities at the Main restaurant in the Main Parliament Building are obsolete and calls for replacement.
- (25) There is a perceived low work motivation among the catering staff in Parliament emanating from poor training, mismatched entry qualifications, lack of clear staff progression and unclear roles for staff this could be attributed to poor staff management and control.

The Committee recommends the following to the National Assembly:

A. Recommendation to be Implemented in Short Term(3 Months Period)

- (1) The Parliamentary Service Commission to ensure prompt implementation of the House resolutions relating to Members' Services and Facilities.
- (2) The Commission considers constituting an Inspection Committee to regularly undertake random daily inspections of high priority areas and random weekly inspections of other areas jointly with the service provider and report findings to the Committee on Members Services and Facilities.
- (3) The Commission considers urgently equipping offices allocated to Members of the Liaison Committee with furniture.
- (4) There is need for the lavatories to be regularly inspected for cleaning and that the malfunctioning door locks and non-operational taps at the wash-hand basins should be repaired as soon as is practicable.
- (5) The Commission to consider installing suggestion boxes for feedback on quality of cleaning services to be operated jointly with the service provider.
- (6) The Commission to consider facilitating the repair of the health club leaking roof.
- (7) The Commission to consider setting up a second gymnasium on the ground floor in the New Wing of Main Parliament Buildings by taking up part of the area reserved for parking and utilizing it as a temporary gym pending the completion of the multi storey building.
- (8) The Commission to consider providing mechanisms that will ensure that Members of the National Assembly are provided with monthly statement of their allowances both in the Chamber and in the Committees.
- (9) The Commission considers engaging Ms Liaison Healthcare Ltd to improve on their services to Members and in default thereof or failure of the Liaison Healthcare Ltd to improve on the services within three months of such notice, the Commission initiate the process of terminating the contract.

- (10) The Commission to consider giving full per diem and giving the Member's the option of securing their own accommodation.
- (11) The Commission to consider restructuring of the Catering Service to facilitate the operation of a profit and loss account. The Catering Unit should be enabled to independently source and price food items competitively.
- (12) The Catering Fund to be audited by the Internal Audit Department of the Parliamentary Service Commission within three (3) months from the date of adoption of this Report.
- (13) Subject to paragraph (2), the Audit Report should be submitted to the Audit Committee and copied to the Members' Services and Facilities Committee.
- (14) The Commission to develop Regulations for the administration of the Catering Fund. The Regulations should provide for the Catering Fund to be under a "Management Committee" similar to the *'Mortgage and Car Loan Fund Committee' Model*.
- (15) It is proposed that the Management Committee referred to under paragraph (14) above should have the following membership:
 - (a) the Whips of the two Houses,
 - (b) Chairperson of the Committee on Members' Services and Facilities of the National Assembly;
 - (c) Chairperson of the equivalent Committee of the Senate responsible for matters services and facilities for Senators; and,
 - (d) the Chair of the Committee of the Commission on Members' Welfare.
- (16) Further, it is proposed that the regulations provide that the Catering Fund be administered by the Clerk of the National Assembly owing to the fact that the National Assembly has 349 Members against 67 Senators.
- (17) The Commission to consider facilitating a staff skills audit in the Catering Unit for purposes of getting skills gaps and training needs.
- (18) Arising from the staff skills audit, officers with no background in hospitality at all be recommended for re-designation to an area of their preference within the Parliamentary Service while officers who have potential skills in hospitality be recommended for training at the Kenya Utalii College to ensure high standards of hospitality service and customer care.
- (19) The PSC considers facilitating improvement of the following restaurant facilities:
 - (a) Replacement of worn out bar equipment such as glass washer, cellar and counter;
 - (b) Procure large capacity tea and coffee urns;
 - (c) Install bridle at the toilet facilities of the new wing restaurant;
 - (d) Vanish the new restaurant floor that is currently very slippery; and
 - (e) Ensure regular cleaning of the toilets adjacent to the Main Reception.
- (20) The Commission to consider deploying an Accountant, a Procurement Specialist and a Store-man to the Catering Unit to ensure resources under Catering Unit are prudently utilized and accounted for.
- (21) The Sergeant-at-Arms to enforce the Speakers Rules of Access to Parliament Buildings to avoid crowding of guests at the Members lounge and or in any other part of the Buildings.

Recommendation to be Implemented in the Medium Term (3 to 6 Months Period)

- (22) The Commission to ensure that the terms of references are clear to cleaning service contractors for purposes of maintaining high standards of cleanliness at the Parliament Buildings (internal and external).

- (23) The Commission to extend the Parliamentary ICT services that includes basic internet research and hardware maintenance through its ICT office to the constituency officers; they should also control the access of sites to limit the same to relevant sites only.
- (24) The existing Committee Rooms to be re-painted furnished and fitted with new equipment along.
- (25) The Commission to direct the Human Resources Office in collaboration with the Directorate of Finance and Accounting Services, the Constituency Liaison Office to facilitate members in managing constituency offices by developing guidelines on Member entitlements, sample employment/appointment letter, support staff payroll forms and support staff contract forms.
- (26) The Commission to set up two (2) more Cafeterias on the Ground Floor of the Red Cross Building and on the Ground and First Floors of the County House.
- (27) The Commission to consider employing professional chefs whole are comparable to the requirements in a Five-star hotels in Nairobi.
- (28) The PSC to consider procuring new uniforms for the Catering Staff.
- (29) The Commission to consider employing a Public Health Specialist to be advising on food safety, hygiene and general cleanliness in the Catering Unit and other areas in Parliament.
- (30) The PSC to consider facilitating a van well-built with food regulating gadgets to be used for ferrying snacks, food and teas to Committee Rooms to the Parliament Buildings.
- (31) The Commission to consider decentralizing the Catering Unit into four (4) Sub-Units namely:
 - (a) Main Parliament Building Sub-Unit;
 - (b) Continental House Sub-Unit;
 - (c) Red Cross Building Sub-Unit; and,
 - (d) County House Sub-Unit.
- (32) Following the above proposed decentralization, the sub-units be headed by a qualified manager with a hospitality background and that the sub-units be facilitated to operate competitively with each other to enhance performance standards and quality of services.
- (33) The Commission to consider designating at least one restaurant as an exclusive dining point for Members.
- (34) The Commission to facilitate overhaul renovation of the Kitchen and Dining Areas of the Main Restaurant and the Continental House Restaurant through procurement of furniture for the dining area, repainting of the walls, polishing the wooden floors and repairing the dilapidated kitchens.
- (35) The Commission to consider installing a Catering Information Management to enhance internal controls and boost efficiency in the Catering Unit.

Recommendation to be Implemented in the Long Term (6 to 12 Months Period)

- (36) The Commission to fast track the construction of the new office block and prioritize completion of Members' offices and facilities to guarantee allocation of offices to all Members within the Parliamentary square.
- (37) The Commission to consider constructing ramps and other equipment for use by persons with disability within Parliament Buildings in line with the requirements of Persons with Disabilities Act No. 14 of 2013.

- (38) The Commission considers in future recruiting officers who serve in the Sergeant at Arms office of the parliament of Kenya be recruited only from disciplined forces.
- (39) The Commission to consider carrying-out major plumbing activities in all Parliament buildings especially Continental and Protection House.
- (40) The Commission to consider an integrated ICT system that tracks members' activities and contributions at Committees and Chambers.
- (41) The Commission may consider setting up a second gymnasium on the First Ground Floor in the New Wing of Main Parliament Buildings.
- (42) The Commission to consider an Integrated Management Security System within Parliament Buildings to facilitate security and safety measures.
- (43) The Commission to formulate a policy on asset disposal based on the Public Procurement and Asset Disposal Act No. 33 of 2015 to ensure that any asset not in use is disposed.
- (44) The Commission to prioritize the disposal and replacement of obsolete health club equipment through the existing mechanism under the procurement laws and to facilitate purchase of individual member items such as towels.
- (45) The Commission to consider engaging the medical service provider in relation the members views in on the capping of the medical cover.
- (46) That the Commission to engage the Salaries and Remuneration Commission on the members' millage allowance, car grant, salaries and allowances of members.
- (47) That the Commission to consider establishing a lactating mothers station/crèche with adequate facilities and to be manned by a matron with relevant qualifications.
- (48) In the event the current state of affairs at the Catering Unit does not improve within one year from date of adoption of this Report, the Commission to facilitate outsourcing catering services along the Northern Ireland Assembly model(*see First report of the Committee on a Benchmarking Visit to the UK Parliament and the Northern Ireland Assembly*).

It is our submission that this report contains observations and recommendations which if well implemented, would afford Members humble time and efficiency in the delivery of their mandate.

May I take this opportunity to thank all the Members of the Committee for their input and valuable contributions and time during the deliberations and writing of this Report. In particular, allow me to thank those Members who appeared before the Committee to give their views on how to enhance and improve the services and facilities accorded to Members of Parliament. The Committee also takes this opportunity to thank the Offices of the Speaker and of the Clerk of the National Assembly for the logistical support accorded to it during the exercise.

It is therefore, my pleasant duty and privilege, on behalf of the Committee on Members' Services and Facilities, to present this Second report to the House for consideration and recommendation to the Parliamentary Service Commission.

Signature:

The Hon. Ezekiel Machogu Ombaki, MP

Chairperson, Select Committee on Members' Services and Facilities

.....24.04.2018

Date

1.0 ESTABLISHMENT AND MANDATE OF THE COMMITTEE

The Select Committee on Members' Services and Facilities is established under the National Assembly Standing Order No. 212B and 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. 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 their views regarding their welfare to the Commission. The Committee was constituted by the House on Thursday, December 14, 2017 and further reconstituted on February 21, 2018.

The Committee comprises of the following:-

Chairperson:	The Hon. Ezekiel Machogu Ombaki, M.P.
Vice Chairperson	The Hon. Catherine Waruguru, MP
Members:	The Hon. Aisha Jumwa Katana, MP
	The Hon. Janet Nangabo Wanyama, MP
	The Hon. Samwel Moroto Chumel, MP
	The Hon. Silas Kipkoech Tiren, MP
	The Hon. Rigathi Gachagua, MP
	The Hon. Eng. Nzambia Thuddeus Kithua, MP
	The Hon. Catherine Wambilyanga, MP
	The Hon. Charity Kathambi Chepkwony, MP
	The Hon. Florence Chepngetich Koskey, MP
	The Hon. Christopher Wangaya Aseka, MP
	The Hon. Elisha Odhiambo, MP
	The Hon. Elsie Muhanda, MP
	The Hon. Rehema Hassan, MP

SECRETARIAT OF THE COMMITTEE

Mr. John N. Mutega, Principal Clerk Assistant I
Dr. Kefa Omoti Misuko, Principal Research Officer
Ms. Clarah J. Kimeli, Legal Counsel I
Mr. Douglas O. Katho, Clerk Assistant III
Ms. Zainabu Wario, Serjeant-At-Arms

2.0 ADOPTION OF THE COMMITTEE REPORT

ADOPTION OF THE SECOND REPORT OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES ON IMPROVEMENT SERVICES AND FACILITIES IN THE NATIONAL ASSEMBLY

The Honourable Members of the Select Committee on Members' Services and Facilities do hereby affix their signatures to this *Second Report on Members' Services and Facilities on Improvement of Services and Facilities*, to affirm their approval and confirm its accuracy, validity and authenticity:


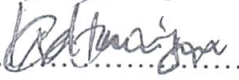
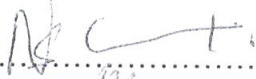
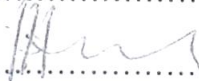
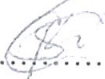



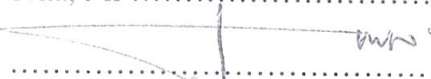
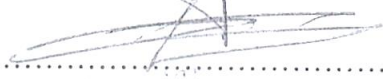
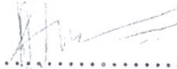
1. The Hon. Ezekiel Machogu Ombaki, M.P. Chairperson..... 
2. The Hon. Catherine Waruguru, MP -Vice Chairperson 
3. The Hon. Aisha Jumwa Katana, MP
4. The Hon. Janet Nangabo Wanyama, MP..... 
5. The Hon. Samwel Moroto Chumel, MP..... 
6. The Hon. Silas Kipkoech Tiren, MP..... 
7. The Hon. Rigathi Gachagua, MP
8. The Hon. Eng. Nzambia Thuddeus Kithua, MP 
9. The Hon. Catherine Wambilyanga, MP.....
10. The Hon. Charity Kathambi Chepkwony, MP..... 
11. The Hon. Florence Chepngetich Koskey, MP..... 
12. The Hon. Christopher Wangaya Aseka, MP.....
13. The Hon. Elisha Odhiambo, MP 
14. The Hon. Elsie Muhanda, MP 
15. The Hon. Rehema Hassan, MP 

TABLE OF CONTENTS

FOREWARD.....	1
1.0 ESTABLISHMENT AND MANDATE OF THE COMMITTEE.....	7
SECRETARIAT OF THE COMMITTEE.....	7
2.0 ADOPTION OF THE COMMITTEE REPORT.....	8
1. Background.....	10
1.1. Objectives of the Report.....	13
<i>Main Objectives of the Report</i>	13
<i>Specific Objectives of the Report</i>	13
2. Methodologies and Strategies Used to Collect and Collate Views on Services and Facilities.....	13
2.1. Inspection Visits to the various Facilities.....	14
2.2. Meeting with Director-General, Parliamentary General Services and Senior Management of the Parliamentary Joint Service.....	19
2.3. Lessons drawn from the Defunct Catering and Health Club Committee.....	23
2.4. Lessons Learnt from other Parliamentary Jurisdictions on Members' Services and Facilities.....	23
3.3.1 United Kingdom Parliament.....	23
3.3.2 The Northern Ireland Assembly.....	24
2.5. Views of Members during House Deliberations on their Welfare.....	25
2.6. Meeting with Specific members of the National Assembly (Hon. Alfred Keter <i>et al</i>).....	26
2.7. Meeting with the Committee of the Commission on Members' Welfare.....	28
3. Committee Observations.....	32
4. Committee Recommendations.....	35

1. Background

1. The National Assembly Standing Order No. 212B establishes the Select Committee on Members' Services and Facilities. The Committee 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. The Committee is therefore the forum through which the Members of the National Assembly channel views on their welfare to the Commission.
2. Article 127 of the Constitution of Kenya establishes the Parliamentary Service Commission. The Commission is mandated with among other things to provide services and facilities as are necessary for the efficient and effective functioning of Parliament.
3. The Committee of Members' Services and Facilities took over the mandate of the defunct Catering and Health Club Committee. The defunct Committee was not only responsible for health club matters but also catering services.
4. Acknowledging that there is 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; appreciating that 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, the National Assembly while reviewing its Standing Orders in June, 2017 not only renamed the Catering and Health Club Committee but also expanded the mandate of the newly created Committee on Members' Services and Facilities.
5. The Constitution of Kenya expanded the membership of Parliament from 224 in the Tenth Parliament to the current 418 in the Eleventh Parliament. The Constitution also, in a significant way, altered the structure of Parliament from a unicameral to a bicameral legislature. This did not only lead to an increased number of Members of Parliament and

but also to an increase in the number of parliamentary staff. As a ripple effect, the number of guests visiting Parliament also rose. All these changes exerted and continue to exert pressure on the available facilities in Parliament.

6. There have been complains from Members of the National Assembly regarding provision of better services and facilities. Lack of effective and functional facilities in Parliament is attributed to low quality of service, frequent equipment breakdown, low quality facilities and equipment.
7. The strain on the facilities is manifested by the congested parking lots, overstretched sanitary facilities, overuse and non-stop use of lift services among others. As a result, Members of the National Assembly have raised concerns over these services and facilities extended by the Commission to them.
8. The Catering Unit on the other hand continues to face challenges in areas such as food quality that may be attributed to administrative malpractices, financial short falls and inadequate professional staff with background. Efforts to stem the challenges through the setting up of Select Committees for advisory oversight of the restaurant and the Health club were largely unsuccessful. On 29th November 2011, through a resolution of the House, the Parliamentary Service Commission established a Catering and Health Services Committee to take over the functions of both the Catering Committee and those of Health club Committee.
9. The quality of services continued to deteriorate over the years to the extent that on 26th March 2015, the Committee of the Commission on Members' Welfare held a meeting with the *Ad hoc* Committee of the National Assembly on Members' Welfare and isolated the following issues related to catering services:
 - (a) Poor quality of food offered at the main restaurant;
 - (b) Poor state of infrastructure and related hospitality in the catering and health services department;
 - (c) High turnover of specialized staff in the department; and,
 - (d) Lack of privacy and exclusive access by Members to the main restaurant.

10. At its 211th Meeting held on 15th June, 2015, the Parliamentary Service Commission considered a proposal for Management of Catering Services as contained in Commission Paper No. 749 and resolved the National Assembly Catering and Health Club Committee be reconstituted as a Joint Parliamentary Committee on Catering and Health Club Services modeled in a similar manner as the then Joint Committee on Parliamentary Broadcasting and Library and that the mandate of the reconstituted Joint Committee be limited to policy and advisory functions on Catering and health Services.
11. The Commission also resolved that, following the establishment of the Parliamentary Fund, the Catering and Health Club Fund be wound up and the proceeds be paid into the Parliamentary Fund.
12. The Commission further resolved that a Motion to reconstitute the Committee and to wind-up the Catering and Health Club Fund be introduced as follows –
 - (a) In the National Assembly, *to establish a Joint Parliamentary Committee on Catering and Health Club Services and appoint the current twenty-nine (29) Members of the National Assembly Catering and Health Club Committee to the reconstituted Committee, and to wind up the Catering and Health Club Fund and vest the proceeds in the Parliamentary Fund;*
 - (b) In the Senate, *to establish a Joint Parliamentary Committee on Catering and Health Club Services and appoint twenty-nine (29) Members to the reconstituted Joint Parliamentary Committee on Catering and Health Club Services.*
13. The Motion was considered and adopted in the Senate but was never adopted in the National Assembly.
14. The Committee recognizes that, for Members to be effective and efficient in their constitutional obligations, they must be well aided 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.

1.1. Objectives of the Report

Main Objectives of the Report

15. The Committee on Members' Services and Facilities is concerned that the above cited problems continue to persist. It is against this backdrop, the Committee did undertake to engage with various stakeholders with a view to understanding the challenges and addressing the root cause of the same. The main objective of this Report is to make recommendations to the House on what the Parliamentary Service Commission may do to improve the services and facilities extended to Members of Parliament.

Specific Objectives of the Report

16. The Committee was guided by the following specific objectives:

- (a) to explore how the facilities provided for Members can be improved;
- (b) to come up with proposals for consideration by the Commission on how to have a positive turn around in the Catering Unit;
- (c) to find out the challenges faced by the Management and that hinders service delivery to Members of Parliament;
- (d) to make specific recommendations to the House on improvement of services and facilities in Parliament; and
- (e) to make recommendations, if any, on policies to be formulated or regulations to be made by the Commission.

2. Methodologies and Strategies Used to Collect and Collate Views on Services and Facilities

17. In the realization of the objectives, the Committee deployed the following methodologies and strategies to collect, receive and collate views regarding services and facilities extended to Members by the Commission:

- (a) Inspection visits to the various Facilities within Parliament;
- (b) Meeting with Director-General, Parliamentary Joint Services and Senior Management of the Parliamentary Joint Service;
- (c) Drawing lessons from the Defunct Catering and Health Club Committee;
- (d) Considering Lessons Learnt from other Parliamentary Jurisdictions;

- (e) Considering Views of Members of the National Assembly while contributing on the matter in the House;
- (f) Meeting with Specific members of the National Assembly (Hon. Alfred Keter *et al*)' and,
- (g) Meeting with the Committee of the Commission on Members' Welfare.

2.1. Inspection Visits to the various Facilities

18. The Committee conducted inspection visits on 1st February, 20th and 27th March, 2018. The inspection visits focused on all the Parliament Buildings with specific attention to Members' Offices, Internet Facilities, Washrooms, Office Furniture and Fittings, Committee Rooms and how they are equipped, parking bays, grounds and gymnasium among others. The Committee also used the tours to interact with Members of Parliament in a bid to get their views on the facilities accorded to them by the Commission. During the inspections to the following premises/facilities, the Committee made the following observations:

Main Parliament Buildings

19. The Committee inspected the Main Parliament Buildings and observed that:

- (a) the lavatory facilities adjacent to the main reception at the time of the visit were not in good state and some of them had malfunctioning door locks and non-operational taps on the wash-hand basins;
- (b) the committee rooms require re-painting and to be fitted with curtains/blinders;
- (c) some of the committee rooms have in-adequate furniture especially the CPA room;
- (d) the WIFI in the Main Building is not very reliable;
- (e) the washrooms available in the Main Buildings are not adequate for the huge population in the building;
- (f) there is need to enhance security surveillance at the two main entrances of the Main Building;
- (g) there is ample parking space in the basement of the New Wing of Main Parliament Building and Members should be encouraged to park there as opposed to overcrowding the parking next to the National Assembly Main Gate;
- (h) the Committee Rooms No. 07 and 09 are model Committee Rooms and all other Committee Rooms should be remodeled along these standards; and,