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REPUBLIC OF KENYA

KENYA NATIONAL ASSEMBLY

PARLIAMENTARY SERVICE COMMISSION

ANNUAL REPORT 2009





Table of Contents

PSC MEMBERSHIP OF THE THIRD COMMISSION	iii
BOARD OF MANAGEMENT	iv
FOREWORD BY THE CHAIRMAN OF THE COMMISSION	vi
MESSAGE FROM THE CLERK OF THE NATIONAL ASSEMBLY	viii
MISSION AND VISION	ix
PART I: EXECUTIVE SUMMARY	1
PART II: DIRECTORATES/ DEPARTMENTAL REPORTS	7
1. OFFICE OF THE SPEAKER	7
2. OFFICE OF THE CLERK	8
2.1 Clerk's Office	8
2.2 The Parliamentary Service Commission Secretariat	8
2.3 Internal Audit	9
3. DIRECTORATE OF LEGISLATIVE AND COMMITTEE SERVICES	10
3.1 Legislative Services	10
3.2 Committee Services	11
3.3 Hansard Department	12
3.4 Legal Department	13
4. DIRECTORATE OF FINANCE AND ACCOUNTING	13
4.1 Finance Department	13
4.2 Accounts Department	14
4.3 Procurement Department	15
4.4 Constituency Liaison Office	15
5. DIRECTORATE OF ADMINISTRATIVE SERVICES	16
5.1 Human Resource Administration Department	16
5.2 Human Resource Development Department	17
5.3 Office Services Department	17
5.4 Catering Department	18
5.5 Health Club	18
6. DIRECTORATE OF INFORMATION AND RESEARCH SERVICES	19
6.1 Library Department	19
6.2 Research Department	20
6.3 Parliamentary Budget Office	20
6.4 Information and Communication Technology (ICT)	21
6.5 Public Relations Department	22
6.6 Media Relations and Broadcasting Department	23
7. SERJEANT-AT-ARMS DIVISION	24
7.1 Serjeant-At-Arms Department	24
7.2 Maintenance Department	24
PART III: CHALLENGES AND RECOMMENDATIONS	25
PART IV: CONCLUSION	26



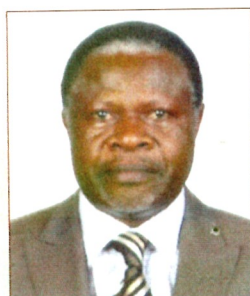
MEMBERSHIP OF THE THIRD COMMISSION



Hon Kenneth Marende, EGH, MP
Chairman



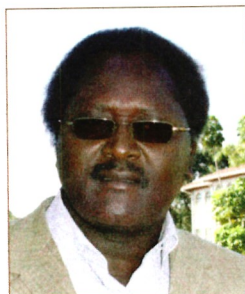
Hon Walter Nyambati, MP
Kitutu Masaba - Vice Chairman



Hon Chris Okemo, EGH, MP
Nambale - Member



Hon Olago Aluoch, MP
Kisumu Town W. - Member



Hon Julius Murgor, MP -
Kapenguria - Member



Hon Peter Mwathi, MP
Limuru - Member



Hon Joseph Lekuton, MP
Laikipia - Member



Hon Zakayo Cheruiyot, MGH
MP Kuresoi - Member



Hon Jamleck Kamau, MP-
Kigumo - Member



Patrick G. Gichohi, CBS
Clerk/Secretary PSC

BOARD OF MANAGEMENT



Patrick G. Gichohi, CBS
Clerk of the National Assembly



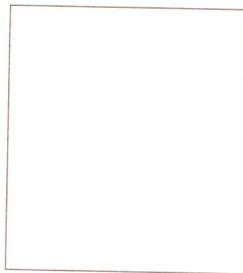
Peter C. O. Omolo
Senior Deputy Clerk



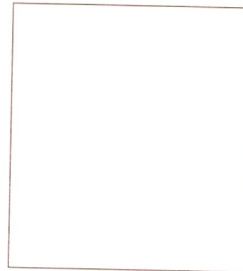
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5. Mr. Mark Mwenda (Ag. Deputy Hansard Editor)
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7. Mr. Daniel Chania (Clerk Assistant, PSC Secretariat)



Kenya National Assembly procession during the Public Service Week.





Hon Kenneth Marende, EGH, MP
Speaker and Chairman, PSC

FOREWORD BY THE CHAIRMAN OF THE COMMISSION

I am glad to present to you the annual report of the Parliamentary Service Commission for the year 2009. This report is prepared pursuant to Section 25 of the Parliamentary Service Act, 2000, which requires the Commission to prepare and table before the National Assembly, a report of its operations for the year. This report covers the activities of the Commission and its various departments during the year under review.

The responsibility of the management and administration of the Kenya National Assembly is vested in the Parliamentary Service Commission by provisions of the Constitution of Kenya (Amendment) Act, No. 3 of 1999, which was enacted on 17th November, 1999. The Commission, in its duty to the public, aims through this annual report, to provide information on how Parliament has performed and account for the public resources utilised in the stated period.

The First Commission formulated the Strategic Plan 2000 – 2012, which has been used as the roadmap for future development of Parliament and the Parliamentary Service. Further, the first Commission acquired two buildings, County Hall and Continental House, near the main Parliament building in order to provide more working space for Members of Parliament and staff. The first Commission also engaged the Cockar Tribunal whose recommendations on remuneration of Members of Parliament and Staff were adopted by the 9th Parliament, thus improving the welfare of both Members and staff.

The Second Commission greatly improved the organizational structure of the Parliamentary Service by engaging VAS Consultants who recommended the creation of directorates as centres of excellence. The Commission is also credited with the creation of departments crucial to the core functions of Parliament, namely; legislation, oversight and representation. These departments are the Legal, Research and Budget.

The new political dispensation of the coalition government affected the composition of the Parliamentary Service Commission because, for the first time since the inception of the Commission, there was no Leader of the Official Opposition. Nevertheless, the Third Commission was constituted and new Commissioners sworn in, in the month of July 2008.

The Commission has henceforth endeavoured to put the necessary infrastructure in place to enable Members discharge their mandates effectively. The Third Commission has made great strides in the reform agenda and in fulfilling its mission to make Parliament a centre of excellence. There has been the introduction of live radio and TV broadcasts for House proceedings, thus opening up the National Assembly to the public. Parliament also reviewed its Standing Orders, thus bringing necessary reforms in tandem with modern democracies and to accommodate realities of the grand coalition government. The earlier Strategic Plan, 2000 – 2012 was also reviewed and a new one covering the period 2008 – 2018 was formulated and launched in April 2009. There has also been a deliberate effort to modernize our ICT infrastructure to help Members and staff to be more efficient in service delivery.

The Third Commission is also credited with the revival of the Chamber renovation project. Towards this end, the Commission made adequate provisions for implementation of the project during the 2009/10 National Assembly budget. It also sensitized Members and the public on the need to refurbish and modernize the Chamber so as to provide additional sitting capacity and modernize it for live broadcasting and electronic voting.

The Commission has plans to acquire more facilities in the vicinity of parliament buildings in order to create adequate office space for Members and staff. Further, plans to construct an office block in the Continental House parking area are under way. It is envisaged that the acquisition of adjacent buildings will in future result in the establishment of a Parliamentary Square.

The Parliamentary Service Commission will continue to discharge its mandate guided by its mission statement, which is: To facilitate Members of Parliament to efficiently and effectively fulfil the constitutional function in a representative system of government by upholding and ensuring the autonomous status of Parliament in its corporate relationship with the other arms of Government.

**THE HON. KENNETH MARENDE, EGH, MP
SPEAKER AND CHAIRMAN,
PARLIAMENTARY SERVICE COMMISSION**





Patrick G. Gichohi, CBS
Clerk of the National Assembly

MESSAGE FROM THE CLERK OF THE NATIONAL ASSEMBLY

The Parliamentary Service Commission made significant progress during the year 2009 in the implementation of the 2008 – 2018 Strategic Plan. Directorates and departments prepared annual workplans and endeavoured to accomplish targets set out in the Strategic Plan.

In line with the strategic objective of enhancing the capacities of Members and staff, the Commission facilitated training and capacity building both locally and externally by availing resources and opportunities.

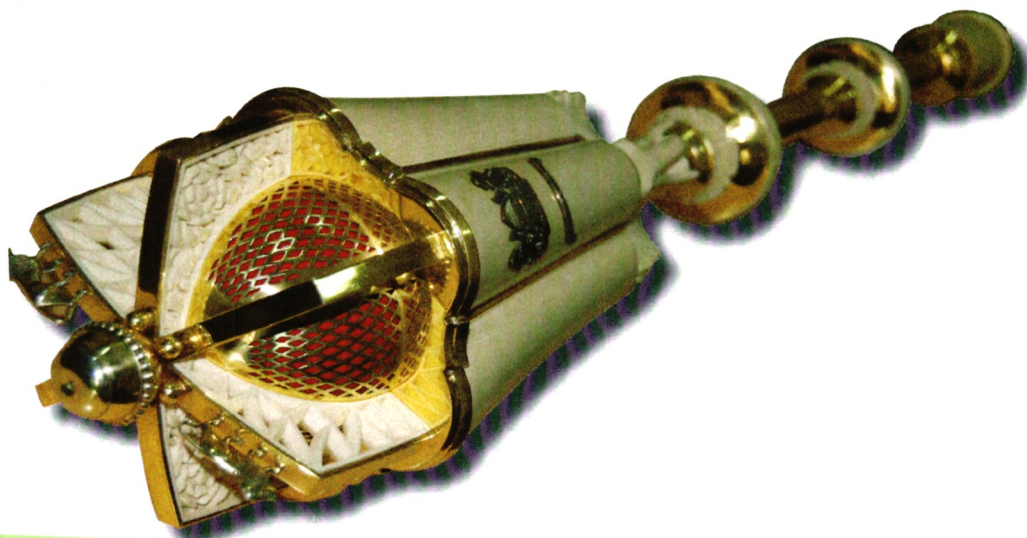
The Commission recognizes the need to enhance the oversight role of Members. In this regard, the Commission recruited additional staff to strengthen technical departments especially Legal, Research, and Budget Office.

In an effort to enhance the public image of Parliament, the Commission recruited two specialists to handle public relations and media relations. The Media Relations department was created to oversee media related concerns and also develop structures for establishment of a Parliamentary Broadcasting Unit that is independent of the National Broadcaster. Already, the necessary equipment has been acquired through the partnership with USAID and SUNY-Kenya. This effort will greatly help in the Commission's effort of opening up Parliament to the people of Kenya.

As noted in Agenda 4, Parliament is expected to increasingly play a key role as Kenyans look to the Government to provide necessary constitutional reforms for better governance. As the Kenya National Assembly, we can only promise Kenyans that the Kenyan Parliament will be ready and willing to fulfil its mandate as set out in our Citizens' Service Charter.

This Annual Report contains reports from various departments of the Parliamentary Service Commission. The staff of the Commission will endeavour to continue serving Members with utmost diligence. I urge all members and Kenyans in general who will read this report to give us feedback that will help us get your views so that we can improve as we serve you.

**PATRICK G. GICHOHI, CBS
CLERK OF THE NATIONAL ASSEMBLY**



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.

Vision

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

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 I: EXECUTIVE SUMMARY

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, this report covers the following areas: An overview of the Commission since its inception in the year 2000, reports on major accomplishments of the current Commission and reports from various directorates and departments of the Commission for the year 2009.

During the year, the Commission held a total of 21 meetings in which various resolutions and decisions were made.

The Commission's five committees which handle specialized aspects before presentation to the Commission held a total of 50 meetings in 2009. The Committees include:

- (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

This report covers the period from January to December 2009 and outlines the activities the Commission carried out during the year and the challenges faced.

Below, is a summary of activities undertaken by the Commission in 2009 in line with the Commission's Strategic Plan 2008 – 2018.

1. Improvement of the welfare of Members of Parliament

The Commission is committed to ensuring that the Members are facilitated and able to discharge their mandates in a viable environment. In this regard, the Commission appointed the Akiwumi Tribunal which reviewed terms and conditions of service of Members and staff. The tribunal completed its work and submitted its report to the Commission in November, 2009. During the year, the mortgage fund was increased from Kshs 1 billion to Kshs 1.4 billion. This has allowed for more loan disbursements to Members and staff. Allocations to constituency offices were also increased, resulting in the monthly salaries of staff increasing from Kshs 80,000 to Kshs 150,000 per month. The Commission also considered and authorized *ex-gratia* payments to members who served parliament between 1963 and 1983.





2. Capacity building

Building a democratic and accountable institution that is responsive to current issues has been the ultimate goal of the Commission. This can only be achieved when the Members are empowered with the necessary skills.

In the period under review, the Commission facilitated capacity building through regular local workshops and external training for both Members and staff. A number of study tours to countries of best practice were undertaken while staff also benefited from attachments in other parliaments. This enhanced the performance of both the Members as well as the staff.

3. Enhancing oversight role of parliament

The Commission has endeavoured in the past one year to improve the capacity of Members to enable them to introduce legislation in the House. In this regard, 18 bills were introduced in the House out of which 8 were passed. Further, a total of 118 motions were introduced out of which 18 were by private members, 15 were procedural, 61 government and 24 for adoption. A total of 562 questions were processed and 355 answered by the end of the year.

The Commission has also facilitated the entrenchment of Parliament in the budget making and approval process. Following the enactment of the Fiscal Management Bill 2009 and the adoption of the new Standing Orders, parliament through the various Departmental Committees, was able to scrutinize in detail budget estimates of all ministries.

4. Physical infrastructure

During the year under review, the Commission initiated several projects which were all aimed at improving the facilities available to both Members of parliament and staff. The Commission considered the creation of a Parliamentary Square and in this regard, revisited the negotiations to purchase the St. John's Ambulance and Kenya Scouts Association buildings.

The Commission also leased two more floors at Harambee Plaza for staff offices. In addition, preparations for construction of a multi-storey office block were commenced. The Commission also rented additional space at Kenyatta International Conference Centre for Committee meetings.

On existing facilities, the Commission was able to restart the refurbishment and modernization of the chamber and this is expected to be completed by early 2011. This will result in additional space as well as modern facilities in the Chamber. Other routine maintenance was carried out in all facilities of the National Assembly.

5. Staff

The Commission continued to create adequate capacity for staff. In this regard the Commission was able to recruit staff in different professional areas including managers, clerk assistants, researchers, legal officers and budget officers. A number of staff were also confirmed in appointment, re-designated and others promoted. These were all aimed at ensuring that the staff progress in their areas of specialisation.

6. Financial management

The Commission was able to procure substantial resources from the Treasury and ensured the resources were used efficiently and effectively to procure goods and services as was required by financial standards. The Commission was able to lay its estimates for 2009/2010 in the House as per the requirements of the PSC Act and was able to defend these estimates in the departmental committee as per the requirements of the new Standing Orders.

In addition, the Commission secured external resources from development partners, mainly technical capacity building and equipment support.

7. Centre for Parliamentary Studies and Training (CPST)

The commission managed to establish the Centre for Parliamentary Studies and Training (CPST) in Karen, in line with the 2008-2018 Strategic Plan. The Commission was able to refurbish the lecture hall and training is now being offered at the institute.

8. Notable challenges

The Commission faced various challenges in the course of the year and this resulted in the non-achievement of some objectives, including:

- Non-operationalisation of the National Assembly Fund by the Treasury.
- Inadequate staffing in some of the departments.
- Lack of schemes of service for some cadres and lack of a staff appraisal system.
- Inadequate office space for both Members and staff.
- Water shortage due to drought in the country.
- Slow adaptation to full utilisation of ICT for operations.





PART II: DIRECTORATES/ DEPARTMENTAL REPORTS

1. OFFICE OF THE SPEAKER

The duties, responsibilities and powers of the Speaker are spelt out by the Constitution of Kenya, the Standing Orders and the Parliamentary Service Act, 2000. The Speaker plays different roles, including:

- Presiding Officer of the House: The Speaker directs House business and ensures that the business of the House is conducted in an orderly manner.
- Chair of the Parliamentary Service Commission.
- Member and Chair of various House Committees, including the Powers and Privileges Committee/ Speaker's Committee and Pensions Committee.
- Patron of inter-parliamentary organisations such as Inter-Parliamentary Union (IPU) and the Commonwealth Parliamentary Association (CPA). The Speaker of the Kenya National Assembly was

elected President of CPA for a period of one year from September 2009.

Activities undertaken in 2009

- Outreach with a view to improving the standing and image of Parliament.
- Commissioned a comparative study on the Office and Secretariat of the Speaker in other jurisdictions.
- Hosted dignitaries.
- Participated in national and international events.

Targets not met

- Capacity enhancement of Parliamentary Office holders and staff.
- Establishment of a framework for co-ordination between the Speaker's Office and other parliamentary offices.

Challenges in service delivery

- Lack of clear management structure in the Speaker's Office.
- Synergy between the Speaker's Office and other departments.
- Inadequate staff.



2. OFFICE OF THE CLERK

2.1 CLERK'S OFFICE

According to the Parliamentary Service Act 2000, the Clerk of the National Assembly is the Chief Executive Officer of Parliament and Secretary to the Parliamentary Service Commission. The Clerk oversees the overall administration of Parliament. The Clerk is the principal procedural advisor for the Speaker and Members and provides expert and non-partisan advice to Members on parliamentary practice and procedure.

Challenges in service delivery

- Limited office space.
- Inadequate staff.

2.2 THE PARLIAMENTARY SERVICE COMMISSION SECRETARIAT

The Commission Secretariat facilitates activities of the Commission in:

- Preparation of notices for Commission/Committee meetings.
- Preparation of Agenda for Commission/Committee meetings.
- Preparation of Commission/Committee papers in liaison with Directors and Heads of Departments.
- Recording of minutes for Commission/Committee meetings.
- Preparation of Commission resolutions and communication of the same to action officers after they have been signed by the Clerk/Secretary.
- Ensuring that Commission resolutions are implemented.
- Auditing the implementation of Commission resolutions.
- Preparation of the PSC Annual Report.
- Organising Commission retreats and preparing reports on such retreats.
- Organising for local and international study tours for Commissioners and preparing reports on the same.

Activities undertaken in 2009

- Prepared the Annual Report for 2009.
- Facilitated 21 Commission meetings.
- Facilitated study tours for Commissioners.
- Facilitated Commission retreats.
- Held a workshop to sensitize unit staff on the Strategic Plan 2008-2018.

Challenges in service delivery

- Inadequate facilities including; office space, shortage of staff, office equipment, vehicles and drivers for Commissioners.
- Limited exposure through training sessions, workshops and attachments.

2.3 INTERNAL AUDIT

The department has the following mandate:

- Providing independent objective assurance and consulting services designed to add value and improve operations of the Commission.
- Conducting risk based audits to provide reasonable assurance that management processes and structures are functioning effectively and efficiently.
- Reviewing, analyzing and evaluating budgetary allocations and re- allocations to ensure that expenditures are in line with the Strategic Plan and that there is prudence and effective utilization of budgetary resources.
- Reviewing and evaluating Annual Appropriation Accounts, Fund Accounts and Statements of Assets and Liabilities before submission to the Controller and Auditor-General.

Activities undertaken in 2009

- Audited the payroll system.
- Audited the accounting system.
- Audited the procurement system and the stores.
- Audited constituency offices in Central, Nyanza, Western and Eastern provinces.
- Reviewed the expenditure and budget implementation process.

Challenges in service delivery

- Shortage of staff.
- Slow implementation of audit recommendations.
- Pre-auditing of payment vouchers and commitment documents leaves little time for systems review and audit of the operations of departments.
- Lack of adequate office space.





3. DIRECTORATE OF LEGISLATIVE AND COMMITTEE SERVICES

The Directorate provides administrative and procedural support to the House and Committees. It consists of the following departments:

- Legislative Services.
- Committees Services.
- Hansard Department.
- Legal Services.

3.1 LEGISLATIVE SERVICES

The Legislative Services Department is tasked with the following responsibilities:

- Preparation and distribution of the Order Paper.
- Processing of Questions and Bills.
- Provision of procedural advice to all honourable members.
- Custody of Parliamentary records including papers laid in the House.
- Distribution of copies of Bills and other parliamentary papers to Members.
- Offering professional advice to the Speaker and other presiding officers.

Activities undertaken in 2009

- Facilitated the introduction and debate of Bills - 17 bills were introduced in the House, 8 were passed and 3 had gone through the 2nd reading, whereas 6 had been read for the first time.
- Facilitated preparation of motions by Members - 118 motions introduced; 18 were private members, 15 procedural, 61 Government and 24 reports.
- Facilitated the filing of Questions - 562 Questions approved, 355 answered.
- Facilitated the Prime Minister's Time - 25 questions approved; 19 answered.
- Facilitated the laying of Papers - 195 Papers were laid before the House.
- Facilitated issuance of Statements - 72 requested and 45 were issued.
- Revised the procedural manual to conform to the new Standing Orders.
- Facilitated preparations for hosting of the 56th CPA Plenary Conference.
- Published the new Standing Orders and held sensitisation workshops.

Challenges in service delivery

- Inadequate office space

3.2 COMMITTEE SERVICES

The department deals with Select Committees of the House which are divided into: House Keeping; Investigatory/Watchdog, Departmental, ad hoc and others.

The department is tasked with the following functions:

- 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.
- Scrutinise statutory instruments to ensure that they are consistent with parent statutes.
- Follow up on implementation of government undertakings.
- Enhance equalisation of opportunities for all Kenyans.
- Scrutiny of petitions committed to Parliamentary committees.

Activities undertaken in 2009

- Held sensitisation workshops for committees on the new Standing Orders.
- Held workshops on guidelines for committee hearings and public access to committees; format of committee reports and flyers.
- Facilitated all committee sittings.

Challenges in service delivery

- Shortage of committee rooms.
- Wide mandate of some of the committees.
- Open ended provisions in the Standing Orders for formation of ad hoc Committees.
- Too short period (ten days) for scrutiny of Bills by committees. None of the committees lived within this mandate in the year.

3.3 HANSARD DEPARTMENT

The department derives its mandate from Standing Order No. 32(1) and (2) which states: There shall be published a verbatim report of all proceedings of the House, unless Mr. Speaker is satisfied that this is rendered impossible by some emergency.

The department is charged with the responsibility of:

- Providing verbatim reports of House and committees proceedings to Members, Parliamentary officials, the library, ministries and departments.
- Providing verbatim reporting services to Commissions and conferences.
- Maintenance of the sound system in the National Assembly's Chambers and committee rooms.

Activities undertaken in 2009

- Recorded and transcribed reports of House business and various committees.
- Migrated from using Word Perfect to Microsoft Office applications.
- Coordinated the Hansard Production System (HPS) implementation.
- Organised installation of cameras and microphones in the Old Chamber and Committee rooms.

Challenges in service delivery

- Shortage of office space.
- Shortage of staff.
- Stagnation in one job group for staff.



3.4 LEGAL DEPARTMENT

The Department was formed in May 2007 with a view to making legal services previously provided by the Office of the Attorney-General and private legal practitioners closer and more easily accessible to the National Assembly.

The department undertakes the following functions:

- Drafting Private Members' Bills and advising honourable Members.
- Rendering legal opinion to Speaker.
- Advising on Government Bills.
- Drafting Rulings.
- Speaker's Counsel in respect of all official aspects of the Speaker's office.
- Litigation.
- Legal Research.
- Chamber Services.
- Advising Parliamentary Committees.

Activities undertaken in 2009

- Undertook litigation and legal representation.
- Provided legal advice to the Parliamentary Service Commission and the National Assembly and its committees.
- Processed over sixty requests for drafting of Bills from private Members for publication.
- Facilitated the operationalisation of the new Standing Orders.

Challenges in service delivery

- Office space.
- Shortage of staff.

4. DIRECTORATE OF FINANCE AND ACCOUNTING

The Directorate of Finance and Accounting Services plays the role of ensuring internal prudent financial management is upheld within National Assembly. It is the chief financial advisor to the Parliamentary Service Commission and the Accounting Officer.

It is noted that in the second half of 2009, the Directorate's Director, Mrs. Irene Muraguri, passed on. May the Lord rest her soul in peace!

The Directorate performs the following functions:

- Coordinates the preparation of the annual estimates of expenditures.
- Prepares periodic internal financial reports.
- Prepares the annual accounts for National Assembly.
- Oversees all procurement for services and goods.
- Manages furniture, equipment and stores.
- Manages service contracts.
- Coordinates external travelling for honourable members and staff.
- Coordinates disposal of all goods.

The Directorate is composed of 4 departments:

- Finance.
- Accounting.
- Procurement.
- Constituency Liaison Office.

4.1 FINANCE DEPARTMENT

The department is tasked with ensuring optimum utilization of budgeted funds. Its strategic objective is to improve utilization and absorption of allocated funds.

The mandate of the Finance department includes:

- Budget preparation, implementation and control.
- Planning and monitoring of Parliamentary programmes and projects.
- Ensure proper management and expenditure of public funds as laid down in financial regulations and procedures.
- Issuance of Authority to Incur Expenditures (AIEs).
- Co-ordination of donor funding for the National Assembly.
- Evaluation of financial implications of major policy changes.

Activities Undertaken in 2009

- Prepared the 2008/2009 Revised Budget in January 2009.
- Prepared FY 2009/2010 Budget estimates.
- Prepared the National Assembly budgetary estimates within the stipulated time in accordance with the provisions of the PSC Act 2000.
- Issued Authority to Incur Expenditures (AIEs) to user departments and consistently monitored implementation.
- Held a sensitization workshop for the AIE holders.
- Liaised with the Treasury, under the Public Financial Management Reforms (PFMR) and sourced for capacity building funds.



Activities not achieved

- Establishment of development partners coordination desk.
- Drafting of guidelines for management of development partners funds.
- Formation of the planning unit.
- Operationalisation of the National Assembly Fund.

Challenges in service delivery

- Most activities are dependent on activities of other departments.

4.2 ACCOUNTS DEPARTMENT

The mandate of the department includes:

- To provide data for use in financial management.
- Management and development of accounting systems and instructions in line with Treasury's guidelines.
- Maintains effective internal control systems.
- Processing and paying properly authorized claims and vouchers as per the government regulations.
- Preparation of Annual Accounts and initiating replies to audit queries.
- Management of National Assembly bank accounts.
- Operation of Car Loan Fund and Mortgage Fund.
- Advise the Accounting Officer on accounting matters as appropriate.

Activities achieved in 2009

- Installation and commissioning of Integrated Financial Management Information System (IFMIS) and staff training on how to use it.
- Introduced Electronic Funds Transfer (EFT).
- Payments/reports were made and produced as required.
- Timely production of the appropriation accounts.

Challenges in service delivery

- IFMIS had operational gaps which slowed down the operations of the unit.
- Electronic Funds Transfer was introduced without trial and this caused inconveniences to our customers.
- Shortage of staff also hampered smooth operations.
- AIE holders were sometimes not available to act on the vouchers on time.

4.3 PROCUREMENT DEPARTMENT

The department procures goods and services required by Members and staff. It also stores the goods and disposes obsolete or surplus stores.

Activities achieved in 2009

- Pre-qualified contractors and other service providers.
- Provided supplies for the National Assembly.
- Facilitated works on Partitioning of tower offices.
- Provided services - maintenance, insurance, travel and service contracts.

Challenges in service delivery

- Inadequate office space.
- User departments not providing their requirements on time.
- Specifications of the items being requested inadequate, hence delays.
- Staff promotions – officers have stagnated for long, thus de-motivated.

4.4 CONSTITUENCY LIAISON OFFICE

This department has the mandate of coordinating all the constituency offices including managing their expenses, through reimbursements.

Activities achieved in 2009

- Undertook inventory of stocks at the Constituency offices.
- Conducted audit/inspection on constituency offices operations.
- Trained all constituency office managers.

Challenges in service delivery

- No clear line between operations of the CDF and constituency offices.
- High turn-over of constituency office staff.
- Lack of appreciation of the constituency office operating regulations.





5. DIRECTORATE OF ADMINISTRATIVE SERVICES

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

The Directorate provides the following services:

- Advises on staffing and recruitment.
- Coordinates training and development of staff.
- Preparation of reports and proposals on compensation and benefits for staff.
- Managing of the payroll of the Kenya National Assembly.
- Management of the medical scheme and the pension scheme.
- Office services including telephone, transport, registry and cleaning.
- Catering services and health and fitness services.

The Directorate consists of the following departments:

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

5.1 HUMAN RESOURCES ADMINISTRATION DEPARTMENT

Activities undertaken in 2009

- Coordinated recruitment of 42 technical staff for various departments including, one Serjeant-At-Arms staff; one office services manager; one media relations officer; one public relations officer; four legal officers; five researchers; one budget officer; one pensions officer; two constituency liaison staff; two internal auditors; two ICT staff; one superintendent and 20 clerk assistants.
- Processed 34 staff promotions, 13 re-designations, 18 confirmations in appointment, four retirements, and one dismissal case.
- Developed the staff establishment with the current positions.
- Updated the Skill Audit for all Directorates.
- Developed recruitment and selection policy.
- Oversaw the development of the Draft Schemes of Service.
- Pensions Section was created and staffed.
- Processed *ex-gratia* payments for 274 MPs who served between 1963 - 1983.
- Processed 132 tax rebates claims for Members of the 9th Parliament.

Challenges in service delivery:

- Lack of schemes of service for some cadres.
- Staff indiscipline.

5.2 HUMAN RESOURCE DEVELOPMENT DEPARTMENT

The Department of HR Development undertook the following activities:

- Finalized the Training and Development Policy.
- Undertook a pilot skills audit in two departments.
- The Directorate Service Charter was prepared.
- Conducted Employee satisfaction Survey.
- Developed a performance management tool for all members of staff.
- Sensitized staff on the HR policy.
- Developed a draft induction manual.
- Training plan for the financial year 2009/2010 was prepared and is being implemented.
- Facilitated training of staff both locally and abroad.
- Developed proposal for establishment of the Centre for Parliamentary Studies and Training (CPST) which was adopted by the Commission.
- Developed structures for CPST and organized one induction course for new staff at the Centre.

Challenges in service delivery:

- Requests for training not channelled through the Training Committee.
- Non-compliance with the training policy guidelines.

5.3 OFFICE SERVICES DEPARTMENT

The Office Services department accomplished the following:

- Surveyed telephone extensions and direct lines infrastructure and new telephone needs for structured cabling.
- Appraised all records in the National Assembly.
- Reviewed job description for office attendants.
- Carried out inventory of all office equipment and office accommodation.
- Installed a vehicle cleaning machine and reviewed uniforms for drivers.
- Developed a proposal on appropriate structure for transport unit.

Challenges

- Lack of adequate space to accommodate new staff.
- Lack of modern filing cabinets and adequate space.
- Limited trained records management officers.



5.4 CATERING DEPARTMENT

The department is charged with the responsibility of providing food and beverage to Members, staff and their guests. The department also facilitates catering services to meetings and events held inside and outside Parliament.

Activities undertaken in 2009

The following activities were undertaken in 2009:

- Organised refresher courses for 6 staff at the Kenya Utalii College
- Improved services including introduction of additional items in the menu.
- Acquired three electronic plate warmers, one ice maker and two fridges.
- Refurbished the vegetable store and cleaned the kitchen hood.

Challenges in service delivery:

- Shortage of changing rooms especially for ladies.
- Supplies: Slow remittance of funds by the KNA made a number of suppliers to withdraw, thereby making operations difficult.
- Length of time taken to procure goods and services is usually too long, hence making it very difficult to address emergencies appropriately.
- Lack of response by staff to customer satisfaction survey questionnaires.

5.5 HEALTH CLUB

Members and senior staff attended sessions at the Health Club and received the following services: Health checks; fitness testing, programming and training; massage; physiotherapy; manicure and pedicure; facials; nutritional advice; sauna and steam baths and entertainment.

Activities undertaken in 2009

- Developed a directory of services offered at the Health Club.
- Conducted Fire and Safety awareness workshops for members of staff.
- Undertook assessment and repair of the air conditioning unit.
- Held health awareness talks including stress management and team building.
- Developed and administered a customer satisfaction questionnaire to rate the services offered by the department.
- Organised staff sports day.

Challenges in service delivery:

- Staff participation in sporting activities has been low.
- Aging of gymn equipment.

6. DIRECTORATE OF INFORMATION AND RESEARCH SERVICES

The Directorate is responsible for providing timely and well researched and repackaged information that supports the work of Members and staff. The directorate provides the following services:

- Provision of quality library and archival services.
- Provision of research services through re-active and pro-active information gathering, processing, technical support and advice.
- Provision of timely and objective information of the national budget; policies and strategies that have financial implications on the economy.
- Formulation, interpretation and application of public and media relations policies, procedures, and regulations in managing the image of parliament.
- Provides protocol services to Members, staff and visitors.
- Information and communication technology support.
- Printing services.

The directorate consists of the following departments:

- Library.
- Research Services.
- Budget Office.
- ICT Services.
- Public Relations.
- Media Relations Office.
- Printing Unit.

6.1 LIBRARY DEPARTMENT

The Library was established in 1910. Over the years, the library has expanded both in stock and size and operates in the Main Building and County Hall.

The core functions of the library include:

- Selecting, purchasing, organizing and maintaining a quality collection.
- Offering access and enabling retrieval of material and information resources regardless of format or location.
- Packaging and repackaging of information for easy access by Members.
- Providing online searches and retrieval to Members of Parliament.
- Providing reference service to library users.
- Providing reprographic services to the library users.
- Providing loaning services to library users.
- Sharing of information resources and provision of inter-library services.

Activities undertaken during the year 2009

- Development and updating of library collection; at least 250 new books and titles were procured during the year.
- Re-organized the library material.
- Compiled and updated details on all Commissions of Inquiry established by the House.
- Updated and consolidated all Constitutional amendments since independence; and debates on select Committees established by the House.
- Updated Committees membership; private Members Motions.
- Compiled communications from the Chair for 9th and 10th Parliaments.
- Re-organised the central reprographic services.





Challenges in service delivery

- Shortage of professional staff.

6.2 RESEARCH DEPARTMENT

The department became operational in November 2003. The mandate of the department is to search and analyse pertinent information to enhance Members' roles of representation, legislation and oversight.

Activities undertaken in 2009

- Held a workshop on integrated research across the National Assembly.
- Coordinated the publication of parliament magazine (2 issues).
- Held consultative meetings with research institutions on various areas of mutual partnership and cooperation for professional growth.
- Jointly with Budget Office, carried out a study on devolved funds.
- Prepared papers and speeches for conferences and workshops.
- Provided expert support to House committees.

Challenges in service delivery

- Delays in the finalization of schemes of service.
- Inadequate exposure and customized training.
- Planned holding of regional workshop of parliamentary researchers held back by budgetary and logistic constraints.
- Heavy workload due to increase in use of research services.
- Lack of effective engagement of researchers in committee affairs.

6.3 PARLIAMENTARY BUDGET OFFICE

The Parliamentary Budget Office (PBO) was created in 2007 with the primary function of providing timely and objective information and analysis concerning the National Budget and the economy. The Fiscal Management Act, 2009 establishes the Parliamentary Budget Office by statute (Chapter 4). The functions of Budget Office can be summarized as follows:

- Provide service to the Budget committee, the departmental committees and other financial select committees of the National Assembly within their budgetary jurisdictions.
- Prepare reports on budgetary projections and economic forecasts and options to reduce the budget deficit.
- Prepare analytical studies of specific subjects such as financial risks posed by Government sponsored enterprises and financial policies.
- Study budget proposals and trends and where appropriate, suggest changes in the content or format of such proposals or trends.
- Propose, where necessary, alternative scenarios for various macro economic variables in respect of any financial year.
- Establish and foster relationships with the Treasury and other national and international organizations with interest in budgetary and economic matters.
- 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 by the department in 2009

- Prepared a brochure for MPs on the budget process in line with the New Standing Orders.
- Published a new edition of the 'Guide to the Budget Process in Kenya – Glossary of terms used in the budget processes'.
- Thematic analysis: Analysed various budgetary areas of national interest.
- Held workshop for Budget and Finance Committees on Public Debt, Economic Partnership Agreements and the Role of Parliament in the Budget Process.
- Ex-ante budget Analysis: Undertook sectoral analysis on likely scenario and projections on the proposed budget.
- Analysed the Budget Speech for 2009 and presented to MPs.
- Ex-Post budget 2009 analysis for Committees.
- Undertook budgetary research and analyses of periodic reports.
- Analysed various Bills especially monetary Bills during the year and shared with relevant House Committees.
- Facilitated consultations with relevant stakeholders on the Fiscal Management Regulations.
- Developed a model for economic forecasting.

Challenges to service delivery

- Inadequate staff.
- Low synergies across departments.
- Delays in receiving key budget information from stakeholders.
- Staff capacity building/training.
- Inadequate office space.

6.4 INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) DEPARTMENT

The ICT Department provides ICT services for increased efficiency, reliability and accuracy in processing, storing and dissemination of information. The department undertakes the following functions:

- Deploying ICTs to assist the administration in streamlining business processes and objectives.
- Provision of all ICT related services to both Members and staff.
- Positioning ICTs as a decision making tool and strategic asset.
- Enabling legislative processes through innovative use of ICTs.
- Formulation of relevant ICT policies.
- Ensuring continued relevant training of its staff in ICT related fields.
- Physical security of computer hardware and related peripherals.
- Ensuring accountable and appropriate procurement, distribution, maintenance and disposal of ICT resources.

Activities undertaken in the year 2009

- User support services.
- Facilitated and implemented Electronic Fund Transfer (EFT) system.
- Designed, implemented and supervised the installation and commissioning of Fibre Optic in Parliament Buildings.
- Installed WIMAX Wireless internet connection in Harambee Plaza.
- Created/ published e-mail addresses for both Members and staff.



- Deployed Anti-virus (KAV) and filtering software.
- Formulated an ICT Policy.
- Installed both TV and FM cards to assist users to follow live proceedings.

Challenges in service delivery

- Delay in the adoption and implementation of new schemes of service.
- Low usage of official email to communicate.
- Low interest in internal training conducted by ICT Department.
- Lack of adequate training for staff.
- Delays in contracts for ICT services.

6.5 PUBLIC RELATIONS DEPARTMENT

The Department was established in 2000. Its core mandate is derived from objective six of the Parliamentary Service Commission Strategic Plan 2008 to 2018 that seeks to improve the public image of Parliament.

The core functions of the department include:

- Formulation, interpretation and application of public relations, media and protocol policies, procedures, rules and regulations.
- Facilitate the publication of Parliamentary Magazine.
- Assembling and disseminating information on the procedures and operations of Parliament for Parliamentarians, the public and officers.
- Promote linkages between the National Assembly and external bodies on matters of the national importance.
- Develop and manage Parliament's outreach programmes.
- Management of National Assembly media and guest centres.
- Manage and updating the National Assembly website.

Activities undertaken in the year 2009

- Provided guided educational tours to over 2,000 schools, other institutions of learning and other guests from within and outside the country.
- Provided immigration services during travels and hotel transfers.
- Organized and facilitated visits of legislators from other parliaments.
- Facilitated workshops and conferences.
- Assisted in organizing and facilitating events of the National Assembly.
- Provided Protocol and PR services to open Committees.
- Initiated the preparation of a Travel Guide.
- Organized the participation of KNA in the Public Service Week
- Coordinated the publication of reference documents including About Kenya National Assembly, Frequently Asked Questions, Kenya National Assembly Service Charter and Kenya National Assembly History.
- Trained all frontline staff in PR and Customer care.
- Initiated the establishment of a Gift shop.

Challenges in service delivery

- Shortage of professional staff.
- Lack of effective synergy with other departments.
- Inadequate ICT equipment for PR work.
- Shortage of office space.
- Delayed approval and operationalisation of schemes of service.

6.6 MEDIA RELATIONS AND BROADCASTING DEPARTMENT

The Department, established in 2009, is responsible for media relations management as well as broadcasting of parliamentary proceedings.

Activities undertaken in 2009:

- Finalised branding features for Parliamentary Broadcasting Unit.
- Organised press conferences for the Speaker and Members.
- Trained PBU staff on new equipment.
- Solicited advertisements for parliament magazine.
- Prepared Media Centre regulations for journalists.
- Accredited Parliamentary journalists.
- Facilitating media coverage for committees.
- Facilitated a consultative meeting between Media Owners and House Broadcasting Committee.
- Monitored the live parliamentary broadcast proceedings.
- Facilitated publicity for parliament in the media.

Challenges in service delivery

- Inadequate staff.
- Complexities in managing the media and MPs.





7. SERJEANT-AT-ARMS DIVISION

7.1 SERJEANT-AT-ARMS DEPARTMENT

The department is responsible for providing a secure environment for Members, staff and visitors.

Activities undertaken in 2009

- Completion of Division's Service Charter.
- Facilitated security training for staff.
- Departmental structure developed with clear schedule of duties.
- Operationalised the integrated security system.

Targets not met

- Improved notice boards.
- Procurement of radio communication system.
- Full operationalisation and utilisation of the integrated security system.

Challenges in service delivery

- Security concerns given the large number of visitors.

7.2 MAINTENANCE DEPARTMENT

The activities of the department range from normal maintenance work, minor repairs, refurbishment and alterations. The department is also involved in planning and implementation of projects.

Activities undertaken in 2009

- Installed a 76,000 litre water storage tank in County Hall.
- Installed air conditioning units for various offices.
- Undertook repair works at Parliament Buildings and Centre for Parliamentary Studies and Training.
- Connected borehole water to storage tank at the Main Parliament.
- Prepared specifications for various works and supplies as requested.
- Undertook repairs in the Parliament Buildings and environs.
- Connected City Council water to restaurant and staff canteen.

Challenges in service delivery

- Shortage of staff.
- Long procurement process caused delays in implementation of projects.
- Low threshold of quotations caused delays in implementation of works.

PART III: CHALLENGES AND RECOMMENDATIONS

CHALLENGES

The following are challenges that cut across Directorates and Departments:

- Lack of a proper organisational structure.
- Need for additional technical staff across functional departments for better service delivery.
- Inadequate office space, committee rooms and equipment.
- Lengthy procurement processes and procedures leading to delays in the implementation of projects and procurement of works and services.
- Lack of schemes of service for staff.
- Stagnation in one grade leading to staff demoralisation.
- Inadequate training of staff for efficient service delivery.
- Network connectivity and use of corporate email services.

RECOMMENDATIONS

The following recommendations will be considered for implementation in 2010:

- Need to develop and adopt an appropriate organisational structure.
- Workload analysis for staffing in all departments to be done and recruitment carried out where necessary.
- Need to adopt and implement proposed schemes of service.
- Hiring of office space as a short term measure and construction of a new office block to house all Members and staff.
- Procurement of necessary office equipment.
- Departments should requisition for procurement services in good time bearing in mind provisions of the Procurement Act and Regulations.
- Departments need to prepare budgets for services they wish to procure.
- Harmonisation of the schemes of service for all departments.
- Undertake workshops and attachments to advance staff competencies.
- Encourage usage of ICTs for service delivery.



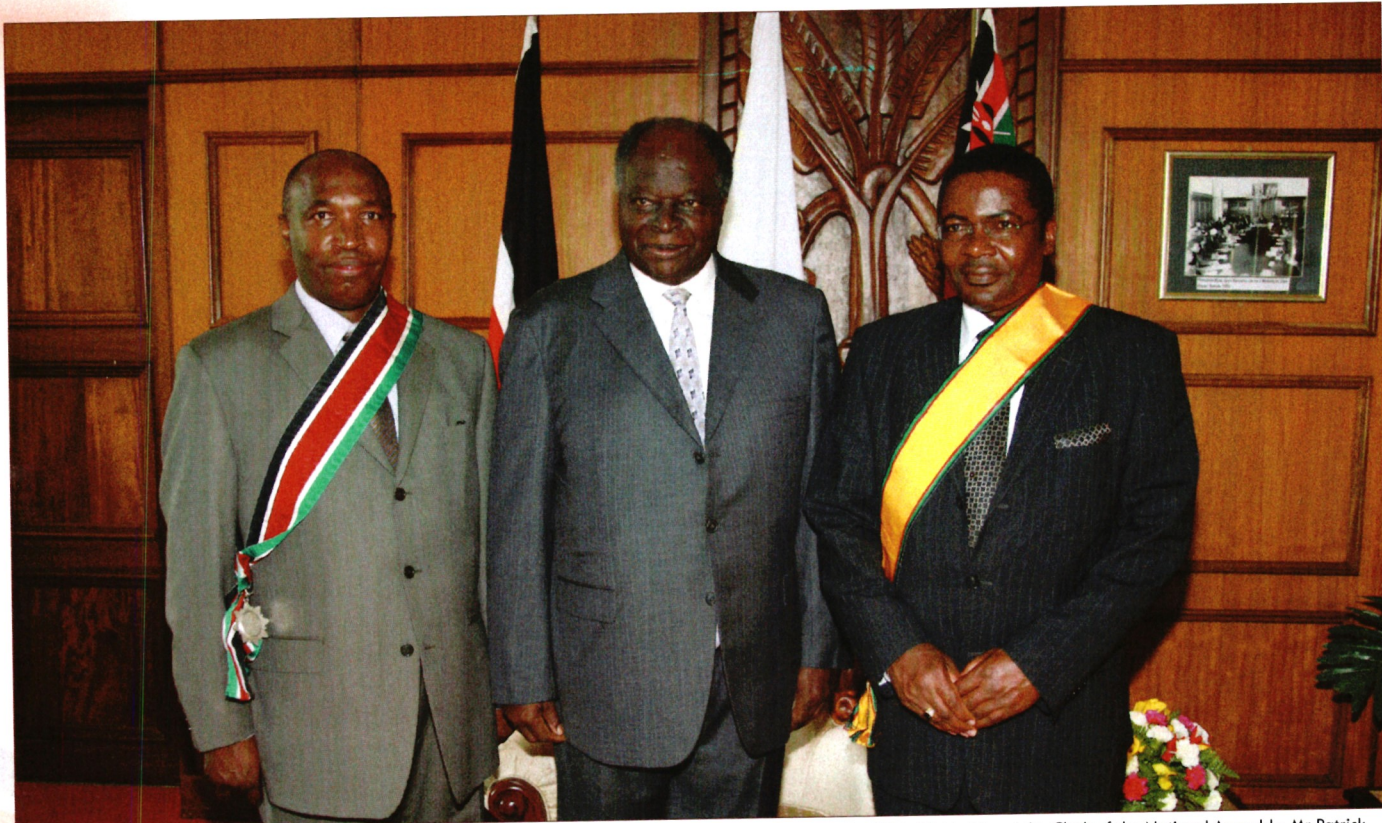


CONCLUSION

The Parliamentary Service Commission is committed to serving Members to perform their constitutional mandate. The Commission will continue to improve the working environment of Members and also strengthen the Parliamentary Service in an effort to live up to its mission of facilitating Members to efficiently and effectively fulfil their constitutional function in a representative system of government by upholding and ensuring the autonomous status of Parliament in its corporate relationship with the other arms of Government.

REFERENCES

1. The Constitution of Kenya.
2. The Parliamentary Service Commission Strategic Plan 2008 – 2018.
3. The Parliamentary Service Commission internal reports, 2009.



H.E. President Mwai Kibaki (Centre) after honouring the Speaker of the National Assembly Hon. Kenneth Marende, EGH, MP (right) and the Clerk of the National Assembly, Mr Patrick Gichohi, CBS (Left)



The late Mrs. Irene Muraguri - former Director, Finance and Accounting Services



Journalists file stories from the Media Centre





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