

REPUBLIC OF KENYA



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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 bridge at the toilet facilities of the new wing restaurant;
 - (d) Varnish 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:


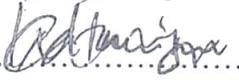
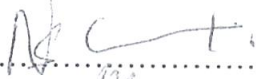
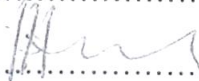
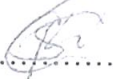

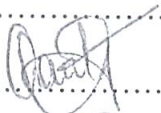



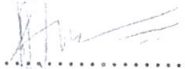
1. The Hon. Ezekiel Machogu Ombaki, M.P. Chairperson..... 
2. The Hon. Catherine Waruguru, MP -Vice Chairperson 
3. The Hon. Aisha Jumwa Katana, MP
4. The Hon. Janet Nangabo Wanyama, MP..... 
5. The Hon. Samwel Moroto Chumel, MP..... 
6. The Hon. Silas Kipkoech Tiren, MP..... 
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11. 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 

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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,

- (i) that the parking bay next to the rear gate had salvage and broken-down vehicles which should be disposed of in line with the relevant procurement laws.

Continental House

20. During the inspection visit to the Continental House, the Committee observed that:

- (a) all committee rooms in Continental House require re-painting and installation with proper lighting;
- (b) all the committee rooms should be fitted with curtains; boardroom seats and audio recording facilities;
- (c) the washrooms are inadequate for the population residing in the Building and the Members' guests visiting the premises;
- (d) both the Members offices and committee rooms should be installed with proper ventilation and modern air conditioning system; and,
- (e) the roof should be repaired to address the water which is seeping from the Kitchen on 7th Floor to the Health Club in the basement.

Gymnasium and Health Club

21. The Committee also observed that:

- (a) some of the gymnasium equipment were either obsolete or dysfunctional;
- (b) some items such as health club towels were not adequate for every user;
- (c) the health club staff were not in uniform at all times;
- (d) the old furniture next to the gymnasium emergency exit should be removed;
- (e) the gym space is not adequate for alternative fitness and the Commission should explore options for getting another space to expand the gymnasium to;
- (f) the gymnasium is not conducive for Members of Parliament with disabilities; and
- (g) ventilation at the gymnasium is not very conducive.

Harambee SACCO Plaza and Protection House

22. On 27th March, 2018, a Sub-Committee of the Committee comprising of seven (7) Members led by the Chairperson, Hon. Ezekiel Machogu undertook inspection visit to the Harambee SACCO Plaza and Protection House and observed that:

- (a) Most of the Chairpersons of the Select Committees of the National Assembly are accommodated in Harambee SACCO Plaza.

- (b) Most of the offices are not adequately furnished and fitted with curtains and they would also require repainting;
- (c) the lavatories in the Harambee SACCO Plaza are not adequate and those that are available are not well cleaned and the toiletries are not replenished in time;
- (d) the Committee rooms in Harambee SACCO Plaza require furniture;
- (e) most of the washrooms in Protection House are not in use due to blockage;
- (f) the Committee rooms in Protection House require furniture and fittings such as an audio system.

County Hall Building and Kenya International Convention Centre

23. On 27th March, 2018, a Sub-Committee of the Committee comprising of six (6) Members led by the Hon. Samuel Moroto undertook inspection visit to the County Hall Building and the Kenyatta International Convention Centre and observed that:

- (a) the offices at County Hall are reserved for Parliamentary Service Commissioners;
- (b) the standard of workmanship in the offices was of high quality and they are all of the same size and standard;
- (c) however, some of the office walls have cracks and they need an assessment to ascertain any danger to the users while some of the walls are dirty and need repainting;
- (d) the lavatories in County Hall were well cleaned up;
- (e) the Commission/Meeting rooms were adequately equipped with iPads;
- (f) the Commission/Meeting rooms need an air condition regulator to offer comfort to throughout;
- (g) the curtains are worn out and they are of low quality as well as they need to be replaced.
- (h) office accommodation at the KICC Building is leased;
- (i) KICC Building mainly accommodates Members of Parliament and the offices require repainting;
- (j) there is a big discrepancy in the allocation of offices in KICC where some members have very big offices compared to others;
- (k) the lighting systems generally in the offices at KICC are not adequate and need to be fixed;
- (l) the internet services in the building is not very reliable;
- (m) the offices need to be labeled;

- (n) the offices have very limited privacy and ventilations in the offices is not adequate;
- (o) KICC Building requires repair of electrical works;
- (p) most of the offices do not have adequate furniture and office equipment;
- (q) Members with disabilities face challenges in accessing the bathrooms; and,
- (r) KICC Building has no cleaning services and members' staff clean their own offices since the contract with the company that has been providing the cleaning services had expired and had not been renewed.

Main Restaurant in the Main Parliament Building and Cafeteria in Continental House

24. On 1stFebruary and 20th March, 2018 the Committee undertook inspection tour of the Catering Unit in the Main Parliament Buildings and Continental House.

25. During the inspection tour of Main Restaurant in the Main Parliament Buildings the Committee made the following observations with regard to services and facilities in the Catering Unit:

- (a) the kitchen infrastructure (*e.g. walls, sinks, kitchen drawers, electrical works and floors*) require urgent repair;
- (b) the Catering Unit furniture and fittings (*e.g. curtains, curtain rails, seats, dining tables and chairs*) are either worn out or need repair or replacement;
- (c) The seats are inadequate, while the dining table cloths and guest napkins are of sub-standard quality;
- (d) the New Dining Hall requires a serving point;
- (e) the gas containers should be secured for safety; and,
- (f) Some of the kitchen equipment (*e.g. ovens, cold-room, griddles, chiller, fryers and deep-freezers*) are either dysfunctional or obsolete and would therefore require repair or replacement/upgrade;
- (g) the catering unit does not have a food production schedule therefor leading to food shortages during meal services or even wastages at some times;
- (h) there is poor internal control mechanisms for issues such as purchasing, quality specification, store management, billing, invoicing and payment of services which are all manual and therefore a need to automate the services in the Catering Unit;

- (i) the Catering Unit lacks a custom built transport van for delivering snacks, food and beverages to Committee rooms and offices;
- (j) the kitchen pantry in the Main restaurant is not spacious enough;
- (k) there is poor food handling; the preparation of the fruit salads in the kitchen is done using bare hands and therefore raises hygiene issues. Parliament does not have a Public Health specialist;
- (l) the kitchen lacks an air condition regulator for comfort to the kitchen staff while preparing meals;
- (m) the Speaker's Rules on Admittance of Guests to Parliament especially the Members restaurant were not being followed to the letter and consequently results to crowding at the restaurant and its environs during coffee and lunch break; and
- (n) the Catering Unit staff is not adequately staffed to match the increased work load in the Unit.

26. During the inspection visit of the Continental Cafeteria, the Committee made the following observations with regard to services and facilities in the Catering Unit:

- (a) Some of the electrical fittings in the kitchen are faulty and pose danger to the users due to poor workmanship and water leakage into the open electrical wirings;
- (b) the kitchen needs an air condition regulator to offer comfort to the kitchen staff while preparing meals;
- (c) some of the walls have cracks and water is leaking into the offices from the kitchen all the way to the gymnasium on the basement floor;
- (d) the ceilings boards are worn out and needs repair;
- (e) the space allocated to the dining area is inadequate and there is therefore need to explore options of extending the seating space to the open area;
- (f) the water tank on the 7th floor need to be relocated to avoid the spillage of water into the kitchen area; and
- (g) the quality of food in the Continental House Cafeteria is of better quality compared to the Main Restaurant in the Main Building.

2.2. Meeting with Director-General, Parliamentary General Services and Senior Management of the Parliamentary Joint Service

27. The Committee held discussions with the Director-General, Parliamentary Joint Services and Senior Management of the Parliamentary Joint Service and raised the following issues-

- (a) that the Catering Fund has not been audited for the last ten years;
- (b) that the Catering Unit does not maintain proper books of accounts, and was not therefore able to determine whether it is making losses or profits;
- (c) that the Procurement Department is not involved in the procurement of supplies to the Catering Unit, save for the generation of a list of prequalified suppliers and that the procurement of consumables is done solely by the Catering Manager;
- (d) that the Catering Unit has a lot of pending bills owed to suppliers;
- (e) that it is not possible to tell the skills set combination because skills audit is yet to be done at the Catering Unit; and;
- (f) that the quality of food is below the expectations of most Members of Parliament.

28. In responses to the above issues, the Director-General, Parliamentary Joint Services accompanied by the Chief Accountant (Vote 2042), Principal Human Resource Officer and Catering Manager, informed the Committee that:

While giving a background on Catering Unit in Parliament, the Director-General submitted that:

29. Catering Services fall under the mandate of the Catering Unit which provides food and beverage services to members and staff of Parliament when Parliament is in session and concessionary during recess. The Catering Unit, currently operates two (2) restaurants in the Main Buildings and in Continental House. The Catering Unit also operates a bar in the Main Building Restaurant and delivers snacks and beverages to various Committee rooms and offices within the Main Parliament Building, Continental House, Harambee SACCO Plaza, County Hall, Red Cross House, Protection House, County House and Imani House.

30. The Director-General stated that the Catering Unit stocks and prepares food and beverages which it sells to individual Members of Parliament and staff. The PSC and Members' deductions in respect to those services are remitted to the Catering Fund through its bank account at Kenya Commercial Bank, Kipande House. These remittances are then used to

pay creditors to the Catering Fund. According to the Management of the Catering Fund, on the average Kshs7 million turnover in a month, 35% (2.5million shillings) comes from Members' individual account while 65% (4.5million shillings) comes from the PSC.

On Auditing of the Catering Fund, the meeting was informed that:

31. The audit of the Catering Fund had always been done by the Kenya National Audit Office (KENAO) since it involves Public Funds. The last audited accounts are up to the year ended 30th June 2006. Thereafter, financial statements were prepared up to the year ended 30th June 2010, and KENAO invited to conduct the audit. KENAO demanded that the statements be signed by the accounting officer before they could conduct the audit. The then Accounting Officer declined to sign the statements on account of the fact that he was not the accounting officer during the period of those statements.
32. On advice from KENAO, the Accounting Officer appointed Parliament's Internal Audit to go through the statements and give an opinion. The Parliament's Internal Audit carried out the exercise and recommended that the accounting officer signs the statements. But the then Accounting Officer declined to do so. The matter was referred to the Catering and Health Services Committee of the 10th Parliament which resolved that the Catering Manager signs the statements and forward to KENAO; but KENAO insisted that they could not audit statements not signed by the accounting officer. The matter of auditing the Catering Fund terminated there as the consequent financial statements could not skip the unaudited ones.
33. The financial statements for the years ended 30th June 2007, 2008, 2009 and 2010 are ready for auditing. In addition, the books of accounts from 2010 to date are up to date and kept by the Catering Manager.

On Books of Accounts in the Catering Unit, the meeting was informed that:-

34. The Catering Unit maintains proper books of accounts as can be attested by the Annual Board of Survey records every year. However, the Unit does not have the capacity to prepare the final financial statements. In their wisdom, the Catering Committee of the 8th Parliament resolved that Parliament advertises for qualified service providers to prepare the financial statements and forward to the Kenya National Audit Office for auditing. This was

Catering Unit processes. From then forward, they ordered the Catering Manager to directly undertake procurement activities. However, this had its own challenges as it removed checks and balances which were in place in the earlier system.

40. From 1st July 2015, Parliament went into e-procurement and Catering was further separated from the mainstream PSC operations in all processes except list of pre-qualified suppliers which was given. Fresh pre-qualifications were done in September 2016 but were never concluded.

41. In 2016, the Commission took over the functions of the Catering Unit and the Management attempted to get Catering into e-procurement and appointed a committee to look into it and advise on modalities. But due to bar items (alcoholic beverages and tobacco) stocked by Catering Unit, the exercise could not go through and Catering operations remained separated from the mainstream PSC operations. The only existing interaction being authorization of payment to suppliers and signing of cheques to creditors.

On Catering Fund Creditors, the Director General submitted that

42. The Catering Unit depends on remittances from Parliamentary Service Commission and deductions from Members who patronize the facility to pay its suppliers. Given that the Unit does manual processing of bills, there is usually delay to remit invoices for payment of both the PSC and deductions from individual MPs. Suppliers' demands are at Kshs. 15,446,942.75 as at 31st March 2018. Expected remittance from Parliamentary Service Commission for bills already submitted stood at Kshs. 12,933,465.75. *(These figures change as payment is made and supplies delivered).*

On Staff Skills Audit in the Catering Unit, the Director General submitted that -

43. Some of the staff in the Unit have a shortfall in hospitality proficiency and customer care. These proficiencies cannot be acquired while at work and would require formal training.

On Management of the Catering Fund, the Director General submitted that

44. The Catering Fund is administered by the Catering Manager. The Fund's bank account signatories are the Senior Deputy Clerk (Senate), the Deputy Director, Finance &

Accounting, the Principal Human Resources Management Officer and the Catering Manager.

On Quality of Food, the Director General submitted that

45. The Catering Unit was working round the clock to ensure that food quality was up to the expectations of the clients. The management had already embarked on sending some of the catering staff for specialized training in the field of hospitality. The management also responded that, the poor state of equipment and food item supplies coupled with overcrowding during meal times made it difficult for Members of Parliament to access quality restaurant services. However, the Committee was informed that, a circular had been issued to limit the number of staff to access the Main Restaurant.

2.3. Lessons drawn from the Defunct Catering and Health Club Committee

46. During a meeting of the Committee held on the 17th January, 2018, the immediate former Chairperson of the defunct Catering and Health Club Committee, the Hon. Janet Nangabo, MP informed the Committee that, the defunct Committee struggled with challenges of:

- (a) lack of a clear guidance on the mandate of the previous Committee because, the Parliamentary Service Commission at its meeting held on 4th December, 2015 had resolved to take over the management of the provision of catering and health club services which included all procurement of goods and services, setting of food prices and recruitment of staff;
- (b) poor quality of food offered at the main restaurant;
- (c) poor state of infrastructure in the Catering and Health Club Units;
- (d) high turnover of specialized staff in the Catering Unit; and,
- (e) Lack of privacy and exclusive access by Members to the main restaurant.

2.4. Lessons Learnt from other Parliamentary Jurisdictions on Members' Services and Facilities

3.3.1 United Kingdom Parliament

47. The Committee notes that the United Kingdom Parliament comprises of two Houses and each of the two Houses of Parliament has a separate Commission and equivalent House

Committees responsible for services rendered to Members by the respective House Commission.

48. The House of Lords has the House of Lords Services Committee responsible for providing advice on strategic policy decisions when sought by the Commission; overseeing the delivery and implementation of the day-to-day policy on member services and the overall strategic policy of the Commission regarding Members services.
49. The House of Commons has the Administration Committee which reviews the House of Commons Service and makes recommendations to the House of Commons Commission. The Committee 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.
50. In the House of Commons, the range and quality of services provided for the comfort and convenience of members, their staff and visitors is under the Administration Committee. The Committee reviews the House of Commons Service and makes recommendations to the Commission, the Speaker and Officials. It holds weekly private meetings and occasional public evidence sessions aimed at ensuring that the services provided to Members, their staff, and visitors to Parliament meet the various needs of each group as well as offering value for money. In addition to its advisory role, the Committee 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. They also provide services from outsiders to generate revenue.

3.3.2 The Northern Ireland Assembly

51. In the Northern Ireland Assembly, Members are at liberty to raise matters of concern on the floor of the House during question time, write to the Commission secretariat or raise matters of concern directly with the commissioners including the Speaker. Whenever it is necessary to raise matters in the House, the Commission is obligated to implement the House resolutions. Service provision is managed through a well-structured contract system where private service providers' work closely with Assembly staff to deliver efficient and high quality catering services.

52. In Northern Ireland Assembly, great emphasis placed on service delivery values such as team work, professionalism and commitment to public service. Most of the services are contracted. The service contracts are drafted to accommodate unforeseen changes in operations such as introduction of alternative services, reduction of Assembly budgets during the life of the contract, increase in cost of consumables, changes in configuration of the Assembly secretariat or changes in the Assembly business requirements. This requires service providers to demonstrate flexible business management models that can accommodate change and adapt quickly to take account of the changes. The Assembly pays a consolidated monthly invoice for the contract requirements including profit elements. This implies that for changes in profit occasioned by change in business environment, the service provider has to indicate the same as a separate figure in the invoice.

2.5. Views of Members during House Deliberations on their Welfare

53. On Wednesday, 21st February, 2018, the House deliberated on a Motion on appointment of Members to the Committee on Members' Services and Facilities. During the debate on the Motion, members implored upon the Committee ought to work hand in hand with the Parliamentary Service Commission. The Leader of the Majority called on the Committee to work hand in hand the Speaker, who is the chair of PSC and the commissioners to ensure that the welfare and facilities of the House were improved. While seconding the Motion, the Whip of the Minority observed that it is the responsibility of the Committee to channel issues of Members' welfare on their behalf to the Commission. Members raised their concerns on the quality food and snacks offered at the Cafeteria, cleanliness of buildings, provision of toiletries and detergents, improvement of ICT facilities, improvement of the health club facility, accessibility to Parliamentary facilities and security of Members within the Parliamentary precincts.
54. While considering the Motion on the appointment of Members to the Parliamentary Service Commission on Thursday, 22nd February, 2018, the House urged the commissioners to commence their work immediately and address all the challenges that are currently pending before the PSC specifically the welfare of Members such as the Medical scheme, transport (car grant), security, housing, mortgage, among other services and facilities to enhance efficiency and the effectiveness of Members as they discharge their constitutional mandate.

2.6. Meeting with Specific members of the National Assembly (Hon. Alfred Keter *et al*)

55. On Tuesday, 17th April, 2018, the Hon. Alfred Keter, Member for Nandi Hills Constituency, accompanied by Hon. Shakeel Shabbir, Member for Kisumu Town East Constituency, Hon. Martha Wangari, Member for Gilgil Constituency, and Hon. Mugambi Murwithania, Member for Buuri Constituency appeared before the Committee and made the following submission with regard to services and facilities rendered to Members by the Commission:

On Medical Cover, the Members submitted that:

56. the Medical cover provided by Ms. Lions Healthcare Ltd and underwritten by Jubilee Insurance Ltd has the following shortcomings:

- (a) inordinate delays in pre-authorization and prescription for lab and medicine beyond Ksh.10,000.00 for Members when they are already in hospital;
- (b) the capping on the medical cover is not adequate for Members of Parliament especially the outpatient cover;
- (c) does not include other prescriptions such as eczema ointments; and
- (d) it is the opinion of the Members that the cover caters for basic services that could sufficiently be covered under the NHIF.

On House Allowance, the Members submitted that:

57. With regard to House Allowance, the Committee was informed that:

- (a) Members of Parliament should be entitled to a house allowance besides the mortgage. Mortgage is a loan repayable by the Members and as such it is not an allowance. Mortgage should therefore not be treated as a substitute a house allowance; and,
- (b) the mortgage given to Members is not adequate to purchase a house that befits the status of a Member of Parliament.

On Car Grant:

58. The Members submitted that the car grant of Kshs.5 Million given to Members is not sufficient to purchase a decent four wheel drive vehicle for use by a Member of Parliament granted the terrain and most Members have to cover. They also submitted that all state officers except for Members of Parliament have official vehicles to perform their constitutional duties.

On Salaries and other Allowances:

59. With regard to salaries and allowances the members submitted that—
- (a) the salary given to the Members of Parliament is not at par to salaries of other state officers such as judges and cabinet secretaries;
 - (b) That the millage allowance given is not standard but depends on consumption capacity (cc) of a car *vis- a-vis* distance covered instead of just the distance covered irrespective of the consumption capacity; and
 - (c) That the constituency staff salaries are delayed sometimes.

On Gymnasium:

60. The Members submitted that the gymnasium as it is currently is not adequate for members and not well maintained. Members called upon the Commission to look for other options to expand the gymnasium.

On Catering Facilities:

61. The Members submitted that—
- (a) The food is not of good quality;
 - (b) Kenyan traditional food is not included in the menu; and
 - (c) That it is alleged that there is interest in supply to the catering unit by the staff of Parliament and members of parliament.

On Internet services:

62. The Members submitted that, Members of Parliament are not allowed to procure their own internet service providers for their own offices. Yet is all open; there are no restrictions on unsuitable sites. The server room at continental house is not well secured and accessible to all and sundry; and

On Lactating mothers station/crèche:

63. The Members submitted that—
- (a) Despite coming up with a lactating mothers policy in 2014, the policy has not been fully implemented;

- (b) In light of paragraph (a), there is need to establish a crèche with adequate facilities such as a lactating mothers chair and table, a bathroom for use after expressing, a fridge and other necessary facilities; and
- (c) There is need to employ a matron to man the crèche.

On Catering Services:

64. The Members submitted that—

- (a) The Catering Unit was not conducive for Members of Parliament;
- (b) Parliament should consider subcontracting the cafeteria facility in the Continental House; and
- (c) There is need for a closed door sessions with all Members to deliberate on matters related to their Welfare.

65. The Committee confirmed to the Members that most of the issues they raised regarding catering had been captured in the Committee's Report.

2.7. Meeting with the Committee of the Commission on Members' Welfare

66. Through a letter of Ref. NA/MSFC/CORR/ 005/ 2018 dated 11th April, 2018 the Committee on Members' Services and Facilities wrote to the Committee of the Commission on Members' Welfare to get their views and solutions on the following issues:

- (a) why some Members of National Assembly are yet to be allocated offices within parliamentary precinct and that there is inadequate equipment and supplies in most of the Members' offices;
- (b) the measures put in place by the Commission's to address the dilapidated infrastructure in the Main Restaurant, in the Continental House Cafeteria and the incomplete the Restaurant in the New Wing;
- (c) lack of a policy on cleaning standard for parliamentary premises;
- (d) the sub-standard status of gymnasium and the gymnasium equipment;
- (e) inadequate maintenance staff on call within the Parliamentary Estate;
- (f) the library facility is inadequate for members and not well stocked;
- (g) the entrances to Parliament Buildings are not well secured;

- (h) the washrooms in Parliament are inadequate for the huge population following the increase of members of parliament from 224 to 416;
- (i) lack of update on a monthly basis of Members allowances earned from each of the Committees they serve as well as Plenary sittings;
- (j) concerns over the quality of medical cover rendered by Ms Liaison Healthcare Ltd;
- (k) obsolete Kitchen equipment and the basis of leasing utensils in the Catering Unit;
- (l) why the Catering Unit do not have its own budget and procurement of consumables was being done by the Catering Manager with the procurement Department only handling pre-qualification of Service Providers;
- (m) why the Catering Fund had not been audited for the last six (6) years;
- (n) the possibility of having unskilled technical personnel in the Catering Unit;
- (o) the cause of delay in payment of suppliers to the Catering Unit; and
- (p) the plans in place, if any to replace some of the obsolete kitchen equipment.

67. On Tuesday, 17th April, 2018, the Committee of the Commission on Members' Welfare met with Committee and responded to the above issues as follows:

On Office Accommodation, the Committee of the Commission submitted that:

68. The Commission has not managed to accommodate all the 416 Members of Parliament in its fully owned premises and is currently leasing offices from the KICC, Harambee Cooperative Plaza and Ukulima House for MPs and staff. As a temporary measure, the Commission pays KES 150,000 per month for all MPs who were not allocated offices within parliamentary precincts. However, a long-term strategy is to accommodate all Members in the ongoing Multi-Storey Office Block once completed.

On the issue that the Gymnasium is Inadequate and Lacks Proper Equipment, the Committee of the Commission submitted that:

69. The Commission is aware of the constraint of the gymnasium facility which inadequate for the number of clients it serves. Currently the Commission has procured the services of a contractor to undertake one-off maintenance of the equipment and repairs. Further Members of Parliament are allowed to enroll in a gym of their choice as a temporary measure to the tune of Ksh.120,000/- per year payable by the Commission.

On Maintenance Department, the Committee of the Commission submitted that:

70. The PSC recruited four (4) senior staff (engineers) and the recruitment of technicians/artisans is currently being processed to facilitate urgent repairs within the PSC Estate.

On Security at the Entrances of Parliament, the Committee of the Commission submitted that:

71. The manning at parliamentary entrances is done by the Security and Safety Department, Police Officers and Serjeant-at-Arms, for screening and vetting of all vehicles and persons seeking access to Parliament buildings.

On Members' Allowances, the Committee of the Commission submitted that:

72. In relation to allowance payable to members, the Committee was informed that allowances are paid through the payroll except for the out of pocket where each MP signs for it as and when he/she receives it. Each allowance paid through the payroll is included in the pay slip. This can be downloaded from the IHRM system on a monthly basis by the individual MP. The Directorate of Finance has put in place mechanisms to provide details of allowances paid to each Member via email.

On Medical Cover, the Committee of the Commission submitted that:

73. In relation to the medical cover, the Committee was informed that the provider had been informed of the Members concerns and Liaison Ltd has taken remedial measures.

On Budget for Catering Unit, the Committee of the Commission submitted that:

74. The Catering Unit is a Fund and therefore has its own resources, which are managed by the Catering Unit. These resources are used to procure and pay suppliers. The PSC pays staff and provides facilities and utilities (water and electricity).

On Audit of the Catering Fund, the Committee of the Commission submitted that:

75. The Head of Internal Audit has commenced the audit of financial statements from 2007 to 2010 and thereafter audit books from 2011 to 2018 once they have been prepared. A team of three officers has been appointed from the Directorate of Finance and Accounting Services to prepare all pending financial statements of the Catering Fund and thereafter at the end of the financial year. Between August and March 2018, a total of Kshs 15.4 million was paid to the Catering Fund

On Staff Skills in the Catering Unit, the Committee of the Commission submitted that:

76. Some of the staff in the department have a shortfall in hospitality proficiency and customer care which cannot be acquired while at work and would require formal training. The Management has liaised with the Kenya Utalii College to train the staff in customer care and hospitality during recess periods.

On Refurbishment of Catering Unit Facilities, the Committee of the Commission submitted that:

77. The refurbishment of the Old Kitchen was part of the renovations of the Senate Chamber, County Hall and New Wing. A new kitchen was constructed by in the New Wing, however, the equipment that was provided the contractor has been rejected (due to poor quality) and the Commission will separately procure new equipment. Partial refurbishment of the old kitchen by the Kenya Prisons Service is going on since the beginning of April, 2018. Continental House Cafeteria is in use and in good condition. There is a proposed modern restaurant in the New Office Block.

On Delay in Payment of Suppliers, the Committee of the Commission submitted that:

78. The Catering Unit depends on remittances from Parliamentary Service Commission and deductions from Members who patronize the facility to pay its suppliers. The whole process is done manually. A Catering Management system has been budgeted for in the 2018/2019 budget, which will help in processing sales (billing) and therefore expediting processing of invoices from both MPs and PSC.

On Leasing of Utensils and Cutleries, the Committee of the Commission submitted that:

79. Procurement process of catering utensils is proposed to be done in 2018/19 Financial Year.

3. Committee Observations

80. Arising from the above stakeholders engagements, extensive site inspection tours and lessons learnt drawn from other parliamentary jurisdictions, the Committee made the following observations:

- (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 for the Members Parliament, staff and the members of the Public attending committee meetings.
- (3) There is lack of office equipment in the Members offices which hamper 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, members of staff and the members of Public.

- (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 also noted that Jubilee Insurance Co. Ltd is the underwriter. 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 fact that the Catering Unit does not have its own budget, projections for daily or weekly use cannot be forecasted. 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 to the service providers in the prequalified list and whether there is compliance with the list. However, the Committee noted this is also occasioned by the fact that some of the consumables like alcoholic drinks cannot be put in the government procurement system. The Committee also observed that management is working on a proposal so

that the Chief Procurement Officer advertises for new pre-qualifications for catering items to commence supplies from 1st July 2018.

- (18) The Catering Fund has not been audited for the last twelve (12) years. This poses 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. The Committee noted that the Head of Internal Audit had already been directed to audit the financial statements from 2007 to 2010 and thereafter audit books of accounts from 2011 to 2018 once they have been prepared. The Committee also noted that the Directorate of Finance & Accounting is verifying and processing the invoices from the Catering Unit and that a team of three officers had been appointed from the Directorate to prepare all pending financial statements of the Catering Fund for the years ended 30th June 2011, 2012, 2013, 2014, 2015 2016 and 2017 and thereafter at the end of the financial year within the standard time frame to allow for auditing.
- (19) A majority of the staff in the Catering Unit do not possess skills in catering or general hospitality. It was also observed that the Management was liaising with the Kenya Utalii College to train the staff in customer care and hospitality during recess periods. However, the Committee noted that the Commission should consider re-designating those officers in the Unit willing to be re-designated to other areas of their relevance as far as their training is concerned. The Catering Unit should operate three hierarchical levels, namely: Management, Service and Production. This is with a view to improve the quality of food offered.
- (20) The Committee observed that an Integrated Catering Management System has been budgeted for in the 2018/2019 Budget, the Committee felt that there is an urgent need for the Commission to install an Integrated Catering Management 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) Committee recommendations on improvement of services and facilities for Members in other parliamentary jurisdictions are usually implemented within a 24 hour time frame. 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.

4. Committee Recommendations

Drawing from the above observations, the Committee makes the following recommendations to the National Assembly:

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 relevant fittings like.

- (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 expedite the implementation of the approved a policy allowing MPs to enroll in a gym of their choice.
- (9) 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.
- (10) 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.
- (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.

- (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 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)

- (21) 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).
- (22) 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.
- (23) The existing Committee Rooms to be re-painted furnished and fitted with new equipment along.
- (24) 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.
- (25) 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.
- (26) 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.

- (27) 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.
- (28) The Commission to consider designating at least one restaurant as an exclusive dining point for Members.
- (29) 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.
- (30) The Commission to consider installing a Catering Information Management to enhance internal controls and boost efficiency in the Catering Unit.
- (31) The Commission to consider employing professional chefs whole are comparable to the requirements in a Five-star hotels in Nairobi.
- (32) The PSC to consider procuring new uniforms for the Catering Staff.
- (33) 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.
- (34) 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.

(35) 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.

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 expedite creation of more washrooms at the base of the tower near the Senate entrance in addition to the washrooms that were created outside the main Parliament at Senate Entrance, for use by public and visitors.

(38) 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.

(39) 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.

(40) The Commission to consider carrying-out major plumbing activities in all Parliament buildings especially Continental and Protection House.

(41) The Commission to consider an integrated ICT system that tracks members' activities and contributions at Committees and Chambers.

(42) The Commission may consider setting up a second gymnasium on the First Ground Floor in the New Wing of Main Parliament Buildings.

(43) The Commission to consider an Integrated Management Security System within Parliament Buildings to facilitate security and safety measures.

- (44) 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.
- (45) 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.
- (46) The Commission to consider engaging the medical service provider in relation the members views in on the capping of the medical cover.
- (47) That the Commission to engage the Salaries and Remuneration Commission on the members' millage allowance, car grant, salaries and allowances of members.
- (48) That the Commission to consider establishing a lactating mothers station/crèche with adequate facilities and to be manned by a matron with relevant qualifications.
- (49) That the Commission to consider initiating a process of having Parliament certified under the International Standard Organization (ISO).
- (50) 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 Members' Services and Facilities on a Benchmarking Visit to the UK Parliament and the Northern Ireland Assembly*).



MINUTES OF THE 24TH SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE COMMITTEE ROOM NO. 12, NEW WING BUILDING, PARLIAMENT BUILDINGS ON THURSDAY, 19TH APRIL, 2018 AT 9.00 AM

PRESENT

1. The Hon. Ezekiel Machogu Ombaki, M.P. -Chairperson
2. The Hon. Catherine Waruguru, M.P. -Vice Chairperson
3. The Hon. Janet Nangabo Wanyama, M.P.
4. The Hon. Silas Kipkoech Tiren, M.P.
5. The Hon. Christopher Wangaya Aseka, MP
6. The Hon. Elsie Muhanda, MP
7. The Hon. Eng. Nzambia Thuddeus Kithua, MP
8. The Hon. Florence Chepngetich Koskey, M.P.
9. The Hon. Rehema Hassan, M.P.
10. The Hon. Elisha Odhiambo, MP
11. The Hon. Charity Kathambi Chepkwony, M.P.

APOLOGY

1. The Hon. Catherine Wambilyanga, MP
2. The Hon. Samwel Moroto Chumel, M.P.
3. The Hon. Rigathi Gachagua, M.P.
4. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

1. Mr. Clement Nyandiere, CBS
2. Mr. John N. Mutega
3. Ms. Clara Kimeli
4. Mr. Douglas Katho
5. Ms. Zainabu Wario

NATIONAL ASSEMBLY

- Director General, Joint Parliamentary Services
- Principal Clerk Assistant I
- Legal Counsel I
- Clerk Assistant III
- Serjeant-At-Arms

MIN. NO. SCMSF/087/2018:

PRELIMINARIES

The meeting was called to order at 9.30a.m. and opened with a word of prayer by the Chairman.

MIN. NO. SCMSF/088/2018:

CONSIDERATION OF THE DRAFT REPORTS ON IMPROVEMENT OF CATERING SERVICES AND FACILITIES AND THE REPORT ON IMPROVEMENT OF SERVICES FACILITIES EXTENDED TO MEMBERS OF THE NATIONAL ASSEMBLY

The Committee considered the two reports on "Improvement of Catering Services" and "Improvement of Services and Facilities in the National Assembly" and resolved that the two reports be merged.

Further, the adopted the Committee approved the recommendation

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 relevant fittings like.
- (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 expedite the implementation of the approved a policy allowing MPs to enroll in a gym of their choice.
- (9) 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.
- (10) 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.
- (11) THAT in terms of facilitation for Members of the National Assembly out-of pocket allowance during domestic travel, the Commission to consider giving full per diem and giving the Member's the option of securing their own accommodation.
- (12) 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.

- (13) 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.
 - (14) Subject to paragraph (2), the Audit Report should be submitted to the Audit Committee and copied to the Members' Services and Facilities Committee.
 - (15) 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*.
 - (16) 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.
 - (17) 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.
 - (18) The Commission to consider facilitating a staff skills audit in the Catering Unit for purposes of getting skills gaps and training needs.
 - (19) 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.
 - (20) 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 bridge at the toilet facilities of the new wing restaurant;
 - (d) Varnish the new restaurant floor that is currently very slippery; and
 - (e) Ensure regular cleaning of the toilets adjacent to the Main Reception.
 - (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 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.
- (28) 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.
- (29) The Commission to consider designating at least one restaurant as an exclusive dining point for Members.
- (30) 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.
- (31) The Commission to consider installing a Catering Information Management to enhance internal controls and boost efficiency in the Catering Unit.
- (32) The Commission to consider employing professional chefs whole are comparable to the requirements in a Five-star hotels in Nairobi.
- (33) The PSC to consider procuring new uniforms for the Catering Staff.
- (34) 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.

- (35) 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.
- (36) 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.

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

- (37) 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.
- (38) The Commission to expedite creation of more washrooms at the base of the tower near the Senate entrance in addition to the washrooms that were created outside the main Parliament at Senate Entrance, for use by public and visitors.
- (39) 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.
- (40) 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.
- (41) The Commission to consider carrying-out major plumbing activities in all Parliament buildings especially Continental and Protection House.
- (42) The Commission to consider an integrated ICT system that tracks members' activities and contributions at Committees and Chambers.
- (43) The Commission may consider setting up a second gymnasium on the First Ground Floor in the New Wing of Main Parliament Buildings.
- (44) The Commission to consider an Integrated Management Security System within Parliament Buildings to facilitate security and safety measures.
- (45) 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.
- (46) 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.
- (47) The Commission to consider engaging the medical service provider in relation the members views in on the capping of the medical cover.
- (48) That the Commission to engage the Salaries and Remuneration Commission on the members' millage allowance, car grant, salaries and allowances of members.

- (49) That the Commission to consider establishing a lactating mothers station/crèche with adequate facilities and to be manned by a matron with relevant qualifications.
- (50) That the Commission to consider initiating a process of having Parliament certified under the International Standard Organization (ISO).
- (51) 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 Members' Services and Facilities on a Benchmarking Visit to the UK Parliament and the Northern Ireland Assembly*).

The Committee instructed the Secretariat to insert the necessary changes in terms of harmonizing the two reports to read " Report of the Committee on Improvement of Services and Facilities" and facilitate its tabling in the afternoon of Thursday, 19th April, 2018.

MIN.NO. SCMSF/090/2018: ADJOURNMENT

The meeting adjourned at 11.05AM. The next meeting was scheduled on notice.

SIGNED.....

 (CHAIRPERSON)

DATE..... 24-04-2018



MINUTES OF THE 23RD SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE MINI-CHAMBER, COUNTY HALL, PARLIAMENT BUILDINGS ON TUESDAY 17TH APRIL, 2018 AT 3.00 PM

PRESENT

1. The Hon. Ezekiel Machogu Ombaki, M.P. -Chairperson
2. The Hon. Christopher Wangaya Aseka, MP
3. The Hon. Elsie Muhanda, MP
4. The Hon. Eng. Nzambia Thuddeus Kithua, MP
5. The Hon. Elisha Odhiambo, MP

APOLOGY

1. The Hon. Catherine Waruguru, M.P. -Vice Chairperson
2. The Hon. Catherine Wambilyanga, MP
3. The Hon. Charity Kathambi Chepkwony, M.P.
4. The Hon. Florence Chepngetich Koskey, M.P.
5. The Hon. Janet Nangabo Wanyama, M.P.
6. The Hon. Rehema Hassan, M.P.
7. The Hon. Silas Kipkoech Tiren, M.P.
8. The Hon. Samwel Moroto Chumel, M.P.
9. The Hon. Rigathi Gachagua, M.P.
10. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

COMMITTEE OF THE COMMISSION ON MEMBERS' WELFARE

1. Sen. Beth Mugo, EGH, MP - Chairperson
2. Sen. Aaron Cheruiyot, MP - Member
3. Dr. Lonah Mumelo, HSC - Member
4. Mr. Jeremiah Njegenye - Clerk of the Senate/ Secretary, PSC

IN ATTENDANCE

PARLIAMENTARY JOINT SERVICES

1. Mr. Clement Nyandiere, CBS - Director General, Joint Parliamentary Services
2. Dr. George Wakah - Ag. Director, Finance and Accounting Services
3. Mr. Antony Njoroge - Director, Litigation and Compliance
4. Mr. Douglas Nganga - Director, Administrative Services
5. Eng. Pius Kioko - Head/Maintenance Department
6. Mrs. Joan Awinja - Principal Human Resource Management Officer
7. Mr. Dan Ajele - Chief Procurement Officer

8. Mr. Paul Gachuah - Catering Manager
9. Mr. Sylvester Ochola - Health Club Manager

IN ATTENDANCE

1. Mr. John N. Mutega
2. Mr. Aloisio Lekulo
3. Ms. Clara Kimeli
4. Mr. Douglas Katho
5. Ms. Zainabu Wario

COMMITTEE SECRETARIAT

- Principal Clerk Assistant I
- Chief Serjeant-Art-Arms (N/A)
- legal Counsel I
- Clerk Assistant III
- Serjeant-At-Arms

MIN. NO. SCMSF/084/2018:

PRELIMINARIES

The meeting was called to order at 3.30p.m. and opened with a word of prayer by the Chairman. Introduction ensued.

MIN. NO. SCMSF/085/2018:

MEETING WITH THE COMMITTEE OF THE COMMISSION ON MEMBERS' WELFARE

The Chairperson informed the Members and Commissioners present that the meeting had been convened for the Committee of the Commission on Members' Welfare to respond to the issues raised in their letter Ref. NA/MSFC/CORR/ 005/ 2018 dated 11th April, 2018. The issues are:

1. why some Members of National Assembly were yet to be allocated offices in the parliamentary precincts;
2. the Commission does not have a policy on cleaning standard for parliamentary premises;
3. the current gymnasium is inadequate, dilapidated and the equipment are obsolete and are not well maintained. In addition the gymnasium lacks crucial personnel such as reflexologists and hair dressers among others;
4. inadequate staff on call for maintenance of the Parliamentary Estate;
5. the library facility is inadequate for members and not well stocked;
6. the entrances to Parliament Buildings are not well secured for an institution of this magnitude;
7. the washrooms in Parliament are inadequate for the huge population following the increase of members of parliament from 224 to 416;
8. Members are not updated on a monthly basis of their allowances earned from each of the Committees they serve as well as Chamber sittings;
9. the Members of the National Assembly have raised concerns over the quality of medical cover rendered by Ms Liaison Healthcare Ltd;
10. the Catering Unit does not have its own budget and procurement of consumables is done by the Catering Manager whereas the Procurement Department only handles prequalification of Service Providers;
11. the Catering Fund has not been audited for the last six (6) years pausing a difficulty in determining whether the Fund can sustain itself;
12. there is a possibility of having unskilled technical personnel in the Catering Unit with some of the staff having little or no background in hospitality training;

13. the infrastructure in the Main Restaurant, in the Continental House Cafeteria requires urgent facelift while the restaurant in the New Wing is dysfunctional;
14. there is a delay in payment of suppliers to the Catering Unit which is said to be occasioned by poor book-keeping of accounts and there is therefore a need to install a Catering Integrated Management System to enhance internal controls;
15. Most of the utensils in the Catering Unit are leased; and;
16. Most of the Kitchen equipment are obsolete.

During the meeting, the Committee was informed by the Committee of the Commission on Welfare of the Members' of Parliament that:-

Members' Offices

The Commission is constructing the Multi-Storey Office Block as a long-term strategy to solve the office space issue. Meanwhile the Commission currently leases offices from KICC, Harambee Sacco Plaza and Ukulima House for MPs and Staff. The Commission pays 150,000 for each month for MPs who are not allocated offices within parliamentary precincts.

Cleaning standards

The Commission contracts cleaning services within the common areas through a procurement process. The tender documents have express standards of performance. Parliamentary staff (Office Assistants) are responsible for clean inside the offices majorly to address security and safety of the sensitive information and documentation within this office.

Gymnasium equipment and services

The Commission had noted that the gymnasium facility is inadequate for the number of clients it serves, and therefore it has approved a policy to allow MPs to enroll in a gym of their choice as the Commission awaits completion of the gym facilities in the on-going Multi-Storey Office Block. Meanwhile the Commission has also secured the services of Deacons Ltd to undertake one-off repairs and maintenance of the equipment. On the matter of recruiting reflexologists and hairdressers, the matter is before the Commission.

Staff on call for maintenance

The Commission has approved limited out-sourcing of the maintenance services to enable continuous maintenance services since the number of maintenance staff has been reducing mainly due to retirement. The PSC recruited four (4) senior staff (engineers) and recruitment of technicians/ artisans is currently being processed.

Library facility

The Library has over 10,000 volumes of books, periodicals, journals, Laws of Kenya, Hansards, photos, maps, indexes and abstracts, video tapes, CDS, online resources and magazines among others. A collection dates back to 1907 when parliament first met. Currently the Library has only five computers and plans to procure more computers and to purchase a book scanner as well as carpeting of the floor have been budgeted for 2018/19 Financial Year. Meanwhile the PSC in the advance stages of acquiring the St John and Baden Powell House to enable the development of a new modern library.

Security of the entrances

The parliamentary entrances are managed by the Security and Safety Department responsible for the screening and vetting of all vehicles and persons seeking access to Parliament buildings. The team is headed by the chief security Officer and backed up by the Serjeant-at-Arms for the buildings as well as the Kenya Police.

The vehicles entering Parliament are required to have stickers and are booked in the vehicle register maintained at the gates whereas each MP is only allowed a maximum of two visitors at a given time and the visitors are required to obtain clearance from their hosts.

Insufficient Washrooms

The on-going refurbishment of the old Kitchen and restaurant has a plan of creation of more washrooms at the base of the tower near the Senate entrance in addition to the washrooms that were created outside the main Parliament at Senate Entrance, for use by public and visitors.

Members' allowances

The Directorate of Finance has put in place mechanisms to provide details of allowances earned from each Committee they serve as well as Chamber Sittings paid to each Member starting from the month of May, 2018.

Medical Cover

The provider had been informed of the Members concerns and Liaison Ltd has taken remedial measures. There will be a meeting between the Commission and the provider on 18th April, 2018 and Member education, thereafter.

Procurement at the Catering Unit

The Catering Unit is a Fund and therefore has its own resources, which are managed by the Catering Unit. These resources are used to procure and pay suppliers. The Commission only pays staff and provides facilities and utilities (water and electricity).

Unaudited Catering Fund

A team of three officers has been appointed from the Directorate of Finance and Accounting Services to prepare all pending financial statements of the Catering Fund and thereafter the Head of Internal Audit will audit the books once they have been prepared.

Catering Unit Personnel

Some of the staff in the department have a shortfall in hospitality proficiency and customer care which cannot be acquired while at work and would require formal training. The Catering Management has liaised with the Kenya Utalii College to train the staff in customer care and hospitality during the recess periods.

Kitchen Infrastructure

Partial refurbishment of the old Kitchen by the Kenya Prisons Service is going on since the beginning of April, 2018 whereas the Continental House Cafeteria is in use and in good

condition. The Commission has made a plan to procure new equipment for the Kitchen in the New Wing since the ones that were provided for by the contractor had poor quality.

Payment of suppliers to the Catering Unit

The delay is occasioned by the manual billing process since the Catering Unit depends on remittances from Parliamentary Service Commission and deductions from Members who patronize the facility to pay its suppliers. A Catering Management system has been budgeted for in the 2018/2019 budget, which will help in processing sales (billing) and therefore expediting processing of invoices from both MPs and PSC.

Leasing of the utensils

The procurement process of catering utensils is proposed to be done in 2018/19 Financial Year.

Outdated Kitchen equipment.

The Commission has embarked on a partial refurbishment plan of the old Kitchen and it has also incorporated the procurement of replacement of the old-fashioned catering facilities.

The meeting observed that there was urgent need for improvement of services and facilities within Parliament. The Committee agreed to look into the responses given by the Committee of the Commission and consider them before it could table its report before the House.

MIN.NO. SCMSF/086/2018:

ADJOURNMENT

The meeting adjourned at 5.45PM. The next meeting was scheduled on notice.

SIGNED.....


(CHAIRPERSON)

DATE.....

24-04-2018



MINUTES OF THE 22ND SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE MAIN CHAMBER, PARLIAMENT BUILDINGS ON TUESDAY 17TH APRIL, 2018 AT 11.30 AM

PRESENT

1. The Hon. Ezekiel Machogu Ombaki, M.P. -Chairperson
2. The Hon. Christopher Wangaya Aseka, MP
3. The Hon. Charity Kathambi Chepkwony, M.P.
4. The Hon. Florence Chepngetich Koskey, M.P.
5. The Hon. Elsie Muhanda, MP
6. The Hon. Catherine Wambilyanga, MP
7. The Hon. Elisha Odhiambo, MP

APOLOGY

1. The Hon. Catherine Waruguru, M.P. -Vice Chairperson
2. The Hon. Janet Nangabo Wanyama, M.P.
3. The Hon. Rehema Hassan, M.P.
4. The Hon. Silas Kipkoech Tiren, M.P.
5. The Hon. Samwel Moroto Chumel, M.P.
6. The Hon. Eng. Nzambia Thuddeus Kithua, MP
7. The Hon. Rigathi Gachagua, M.P.
8. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

MEMBERS OF THE NATIONAL ASSEMBLY

1. Hon. Alfred Keter, MP - Nandi Hills Constituency
2. Hon. Martha Wangari, MP - Gigil Constituency
3. Hon. Shakeel Shabir, MP - Kisumu Town East Constituency
4. Hon. Rindikiri Muruithania, MP - Buuri Constituency

ATTENDANCE

NATIONAL ASSEMBLY

1. Mr. John N. Mutega - Principal Clerk Assistant I
2. Ms. Clara Kimeli - Legal Counsel I
3. Mr. Douglas Katho - Clerk Assistant III
4. Ms. Zainabu Wario - Serjeant-At-Arms

MIN. NO. SCMSF/080/2018:

PRELIMINARIES

The meeting was called to order at 12.00 pm and opened with a word of prayer by the Chairman.

MIN. NO. SCMSF/081/2018:

CONFIRMATION OF MINUTES OF THE PREVIOUS SITTINGS

The Minutes of the 20th sitting were confirmed as true record of proceedings of that meeting after being proposed by the Hon. Catherine Wambilyanga, MP and seconded by the Hon. Florence Chepngetich Koskey, MP.

MIN. NO. SCMSF/082/2018: MEETING WITH HON. ALFRED KETER, MP AND OTHER MEMBERS OF THE NATIONAL ASSEMBLY REGARDING SERVICES AND FACILITIES EXTENDED TO MEMBERS OF THE NATIONAL ASSEMBLY

The Committee met with the Hon Alfred Keter, Member for Nandi Hills Constituency, Hon. Shakeel Shabir, Member for Kisumu Town East Constituency, Hon. Martha Wangari, Member for Gilgil Constituency, and Hon. Mugambi Murwithamia, Member for Buuri Constituency. The Members expressed their views on services offered as follows:

Medical Cover

With regard to the Medical cover provided by Ms. Lions Healthcare Ltd and underwritten by Jubilee Insurance Ltd, the Committee was informed that:

- (a) there is inordinate delays in pre-authorization and prescription for lab and medicine beyond Ksh.10,000.00 for Members when they are already in hospital;
- (b) the capping on the medical cover is not adequate for Members of Parliament especially the outpatient cover;
- (c) the cover does not include other prescriptions such as eczema ointments; and
- (d) it is the opinion of the Members that the cover caters for basic services that could sufficiently be covered under the NHIF.

House Allowance

With regard to House Allowance, the Committee was informed that:

- (a) Members of Parliament should to be entitled to a house allowance besides the mortgage. Mortgage is a loan repayable by the Members and as such it is not an allowance. Mortgage should therefore not be treated as a not substitute a house allowance; and,
- (b) the mortgage given to Members is not adequate to purchase a house that befits the status of a Member of Parliament.

Car Grant

The above Members submitted that the car grant of Kshs. 5Million given to Members is not sufficient to purchase a decent four wheel drive vehicle for use by a Member of Parliament granted the terrain and most Members have to cover. They also submitted that all state officers except for Members of Parliament have official vehicles to perform their constitutional duties.

Salaries and Oher Allowances

The salary given to the Members of Parliament is not at par to salaries of other state officers such as judges and cabinet secretaries. That the millage allowance given is not standard but depends on consumption capacity (cc) of a car vis- a-vis distance covered instead of just the distance covered irrespective of the consumption capacity; and, that the constituency staff salaries are not paid promptly.

Gymnasium

The Members submitted that the gym as it is currently is not adequate for members and not well maintained.

Catering Facilities

The Members submitted that—

- (a) The food is not of good quality;
- (b) Kenyan traditional food is not included in the menu; and
- (c) That it is alleged that there is interest in supply to the catering unit by the staff of Parliament and members of parliament.
- (d) Parliament should consider sub-contracting the cafeteria facility in the Continental House if it is unable to run the cafeteria Unit effectively.

Internet services

The Members submitted that, Members of Parliament are not allowed to procure their own internet service providers for their own offices. Yet is all open; there are no restrictions on obscene sites. The server room at continental house is not well secured and accessible to all and sundry; and

Lactating mothers station/crèche

That the Commission has not set up a lactating mothers station for members of Parliament and staff despite the Senate passing a resolution on the same in the 11th Parliament;

- (a) That there is need to establish a crèche with adequate facilities such as a lactating mothers chair and table, a bathroom for use after expressing, a fridge and other necessary facilities; and
- (b) There is need to employ a matron to man the crèche.

Maintenance of Buildings personnel

That response of the maintenance unit of the National Assembly are a great concern to Members especially with regard to minor repairs such as replacing bulbs in offices and fixing worn locks in the office doors or even taps in the bathrooms.

The Members informed the members that the issues they had raised will be incorporated in their Report. The Chairperson also undertook to seek audience with the Speaker of the National Assembly on after the same on the possibility of discussing the issues in as Speaker's Kamukunji since most of the matters were very pertinent and of a private nature to the institution.

MIN.NO. SCMSF/083/2018: ADJOURNMENT

The meeting adjourned at 1.25p.m. The next meeting was scheduled for the same date at 3.00pm.

SIGNED.....
(CHAIRPERSON)

DATE..... 24-04-2018



MINUTES OF THE 4TH SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE PRIDE INN PARADISE SHANZU ON WEDNESDAY 17TH JANUARY, 2018 AT 2.30PM

PRESENT

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

IN-ATTENDANCE

1. Mr. Michael Sialai, EBS
2. Mr. Clement Nyandiere
3. Mr. George O. Wakah, CPA
4. Mr. Peter K. Chemweno
5. Mr. John N. Mutega
6. Mr. Aloisio Lekulo
7. Mr. Harrison Owino
8. Dr. Kefa Omoti
9. Mr. Denis Abisai
10. Mr. John Nguru
11. Mr. Sidney Bwire
12. Mr. Maina Wanjiku
13. Mr. Douglas Katho
14. Ms. Gertrude Chebet
15. Mr. Sylvester Ocholla
16. Mr. Paul Gachigua
17. Mr. Collins Muhamba

NATIONAL ASSEMBLY

- Clerk of the National Assembly
- Director General
- Ag. Director, Finance and Accounting
- Deputy Director, Committees (NA)
- Principal Clerk Assistant I
- Chief Serjeant-At-Arms (NA)
- Chief ICT Officer
- Principal Research Officer
- Principal Legal Counsel I
- Principal Engineer I
- Legal Counsel II
- Clerk Assistant II
- Clerk Assistant III
- Clerk Assistant III
- Health Club Manager
- Catering Manager
- Audio Recording Officer.

MIN. NO. 009/SCMSF/2018: PRELIMINARIES

The meeting was called to order at 2.30pm.

MIN. NO. 010/SCMSF/2018: FACILITIES & SERVICES EXTENDED TO MEMBERS OF THE NATIONAL ASSEMBLY

Upon invitation by the Chairperson, the Director General, Parliamentary Joint Services, Mr. Clement Nyandiere took the Meeting through a presentation on "*Facilities and Services Extended to Members of the National Assembly*"

The Director General began by highlighting that, the Parliamentary Service Commission has the following structure:

- (a) the National Assembly Service;
- (b) the Senate Service;
- (c) the Parliamentary Joint Services (PJS) which provides shared services to both Houses of Parliament; and,
- (d) The CPST- semi-autonomous organ of the PSC mandated with training and capacity development for parliaments.

The Parliamentary Joint Services provides the following services:

- (a) Human Resource Management;
- (b) Finance and Accounting Services;
- (c) Library, Research and Information Services;
- (d) Public Communications, Media and Broadcasting;
- (e) ICT services;
- (f) Litigation & Compliance services;
- (g) Security & Safety services;
- (h) Maintenance of buildings;
- (i) Catering Services;
- (j) Health Club; and,
- (k) General Administrative services e.g. transport and cleaning services.

The Director General highlighted the following as some of the facilities extended to Members:-

- (a) Mortgage Facilities
- (b) Car Loan
- (c) Medical Services
- (d) ICT support services
- (e) Catering Services
- (f) Health Club
- (g) Parliamentary SACCO (PACOSO)
- (h) BUNGE SACCO

MIN.NO. 011/SCMSF/2018: OVERVIEW OF THE DEFUNCT CATERING COMMITTEE EXIT REPORT

Upon invitation by the Chair, the Hon. Janet Nangabo, the Immediate Former Chairperson of the defunct Catering and Health Club Committee presented a summation of the exit report of the defunct Catering and Health Club Committee. In her remarks, she informed the meeting that the defunct Committee struggled with challenges such as:

- (a) Lack of clear guidance on the mandate of the Committee because, the Parliamentary Service Commission at its meeting held on 4th December, 2015 had resolved to take over the management of the provision of catering and health club services which included all procurement of goods and services, setting of food prices and recruitment of staff;
- (b) Poor quality of food offered at the main restaurant;
- (c) Poor state of infrastructure and related hospitality in the catering and health services department;
- (d) High turnover of specialized staff in the catering department; and,
- (e) Lack of privacy and exclusive access by Members to the main restaurant.

Members took note of the issues above and agreed to make a way-forward the following day.

MIN.NO. 012/SCMSF/2018:

ADJOURNMENT

The Chairperson adjourned the meeting at 6.20p.m.

SIGNED.....
(CHAIRPERSON)

DATE.....20-02-2018.....



MINUTES OF THE 21ST SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE COMMITTEE ROOM 7, MAIN PARLIAMENT ON THURSDAY, 12TH APRIL, 2018 AT 12.00 PM

PRESENT

1. The Hon. Catherine Waruguru, MP -Vice Chairperson (Chairing)
2. The Hon. Christopher Wangaya Aseka, MP
3. The Hon. Elisha Odhiambo, MP
4. The Hon. Charity Kathambi Chepkwony, MP
5. The Hon. Rehema Hassan, MP
6. The Hon. Florence Chepngetich Koskey, MP
7. The Hon. Elsie Muhanda, MP
8. The Hon. Janet Nangabo Wanyama, MP
9. The Hon. Samwel Moroto Chumel, MP
10. The Hon. Eng. Nzambia Thuddeus Kithua, MP
11. The Hon. Catherine Wambilyanga, MP

APOLOGY

1. The Hon. Ezekiel Machogu Ombaki, MP-Chairperson
2. The Hon. Rigathi Gachagua, MP
3. The Hon. Silas Kipkoech Tiren, MP
4. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

PARLIAMENTARY JOINT SERVICES

1. Mr. Clement Nyandiere - Director General, Parliamentary Joint Services
2. Mr. Peter Meikoki - Chief Accountant (Vote 2042)
3. Ms. Margaret Igane - Principal Human Resource Officer I
4. Mr. Paul Gachigua - Catering Manager

IN ATTENDANCE

NATIONAL ASSEMBLY

1. Mr. John N. Mutega - Principal Clerk Assistant I
2. Mr. Douglas Katho - Clerk Assistant III
3. Ms. Zainabu Wario - Serjeant-At-Arms

MIN. NO. SCMSF/076/2018:

PRELIMINARIES

The meeting was called to order at 12.35 pm and opened with a word of prayer from the Hon. Catherine Waruguru, MP, Vice-Chairperson.

MIN. NO. SCMSF/077/2018:

CONFIRMATION OF MINUTES OF THE PREVIOUS MEETING

The minutes of the 20th sitting were confirmed as true record of deliberations of that meeting and signed by the Vice-Chairperson after being proposed by Hon. Elsie Muhanda, MP and seconded by Hon. Christopher Aseka, MP.

MIN.NO. SCMSF/078/2018:

MEETING WITH THE DIRECTOR GENERAL OF THE PARLIAMENTARY JOINT SERVICES REGARDING THE CATERING FUND

The Director General, Parliamentary Joint Services-Mr. Clement Nyandiere, accompanied the Chief Accountant (Vote 2042)- Mr. Peter Meikoki, Principal Human Resource Officer- Ms. Margaret Igane and the Catering Manager- Mr. Paul Gachigua appeared before the Committee to respond to the following issues:

- (a) that the Catering Fund has not been audited for the last six years;
- (b) that the Catering Unit does not maintain proper books of accounts, and was not therefore able to determine whether it is making losses or profits;
- (c) that the Procurement Department is not involved in the procurement of supplies to the Catering Unit, save for the generation of a list of prequalified suppliers and that the procurement of consumables is done solely by the Catering Manager;
- (d) that the Catering Unit has a lot of pending bills owed to suppliers; and;
- (e) that it is not possible to tell the skills set combination because skills audit is yet to be done at the Catering Unit.

The Committee was informed as follows:

(a) Audit of the Catering Fund

The Committee was informed that the Funds have not been audited by the Kenya National Audit Office since they required to be signed by the Accounting Officer. The Accounting Officer has been unable to sign the statements since he was not the accounting officer during the period under which the statements were prepared.

(b) Books of Accounts in the Catering Unit

The Committee was informed that the Catering Unit maintains proper books of accounts but does not have the capacity to prepare the final financial statements. The committee was also informed that any profits arising from the prepared books of accounts should be surrendered to Parliamentary Service Commission as appropriation in aid but that has never been reported.

(c) Procurement in the Catering Unit

The Committee was informed that traditionally, procurement was done by the mainstream procurement unit of the Parliamentary Service Commission but that has changed to decisions being undertaken by the Catering Manager. Attempts to mainstream catering into the procurement has brought challenges due to procurement regulations on alcoholic items.

(d) Pending Bills Owed to Suppliers

The Committee was informed that the Catering Unit depends on the remittances from Parliamentary Service Commission and deductions from Members who patronize the facility to pay its suppliers. Since the Unit does not have an e-system of processing bill, there is usually a delay to remit invoices for payment of both the PSC and deductions from individual MPs.

(e) Staff Skills Audit in the Catering Unit.

The Committee was informed that some of the staff in the Unit have a shortfall in hospitality proficiency and customer care. The Management has also ready liaised with the Kenya Utalii College to offer training in customer care and hospitality during the recess periods.

(f) Management of the Catering Fund


That the fund is administered by the Catering Manager. That the signatories to the of the fund's bank account are the Senior Deputy Clerk (Senate Service), the Deputy Director Finance (Joint Services), the Principal Human Resources Management Officer (Joint Services) and the Catering Manager(Joint Services).

Having received the above responses, the Committee took the view that:

- (a) The Commission should restructure the Catering Unit to allow operation of a profit and loss account.
- (b) The Catering Fund should be audited by the Internal Audit Department of the Parliamentary Service Commission.
- (c) The Commission to consider putting the Catering Unit under a "Management Committee" similar to the *'Mortgage and Car Loan Fund Committee' Model* and that the PSC make regulations for the proper governing of the Catering Fund.
- (d) The above proposed management committee should have Members representing the Whips of the two Houses, Chair of the Committee on Members' Services and Facilities; and, the Chair of the Committee of the Commission on Members' Welfare.
- (e) The Catering Fund should be administrated by the Clerk of the National Assembly since the National Assembly has 349 Members out of the 418 members.
- (f) A staff skills audit in the Catering Unit should be undertaken and officers without necessary skills retrained at the Kenya Utalii College.
- (g) The PSC to develop and undertake regular training and performance appraisal of catering staff to ensure the high standards of hospitality service and customer care.
- (h) Parliament requires a Public Health Specialist to advise on food safety, hygiene and general cleanliness in the Catering Department and other areas in Parliament.
- (i) The PSC may to consider investing in a van well built with food regulating gadgets for Committee Services to all the Committee Rooms across the buildings.
- (j) The Commission to consider seconding an accountant and a procurement specialist to the Catering Unit to ensure resources under Catering Unit are prudently utilized for purposes intended for and accounted for.
- (k) 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.
- (l) The Commission to consider installing a Catering Information Management for enhancing internal controls in the Catering Unit in the following areas: Billings; Revenue Management; Food & Beverage Control; Financial Management and Reporting; Catering units' relationships; and, Stores management.

MIN.NO. SCMSF/079/2018: ADJOURNMENT

The meeting adjourned at 1.55pm. The next meeting was scheduled on Tuesday, 17th April, 2018.

SIGNED..........
(CHAIRPERSON)

DATE.....



MINUTES OF THE 20TH SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE SMALL DINNING, MAIN PARLIAMENT ON TUESDAY, 10TH APRIL, 2018 AT 12.00 PM

PRESENT

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

APOLOGY

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Elisha Odhiambo, MP
3. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

1. Mr. John N. Mutega
2. Mr. Douglas Katho
3. Dr. Kefa Omoti
4. Mr. Robert Masongo
5. Ms. Zainabu Wario

NATIONAL ASSEMBLY

- Principal Clerk Assistant I
- Clerk Assistant III
- Principal Research Officer
- Deputy Catering Manager
- Serjeant-At-Arms

MIN. NO. SCMSF/072/2018:

PRELIMINARIES

The meeting was called to order at 12.25 p.m. and opened with a word of prayer by the Chairman.

MIN. NO. SCMSF/073/2018:

CONFIRMATION OF MINUTES OF THE PREVIOUS SITTINGS AND CONSIDERATION OF MATTERS ARISING THEREOF.

The minutes of the 12th, 13th, 14th, 15th, 16th, 17th, 18th, 19th sittings were confirmed as true records of proceedings and signed by the Chairperson after being proposed and seconded as follows: -

The Minutes of the 12th sitting was proposed by the Hon. Silas Kipkoech Tiren, MP and seconded by the Hon. Catherine Wambilyanga, MP.

The Minutes of the 13th sitting was proposed by the Hon. Janet Nangabo Wanyama, MP and seconded by Hon. Christopher Wangaya Aseka, MP

The Minutes of the 14th sitting was proposed by the Hon. Elsie Muhanda, MP and seconded by the Hon. Charity Kathambi Chepkwony, MP.

The Minutes of the 15th sitting was proposed by the Hon. Rehema Hassan, M.P and seconded by the Hon. Christopher Wangaya Aseka, MP.

The Minutes of the 16th sitting was proposed by the Hon. Samwel Moroto Chumel, M.P and seconded by the Hon. Janet Nangabo Wanyama, MP.

The Minutes of the 17th sitting was proposed by the Hon. Catherine Waruguru, MP and seconded by the Hon. Silas Kipkoech Tiren, MP.

The Minutes of the 18th sitting was proposed by the Hon. Christopher Wangaya Aseka, MP and seconded by the Hon. Janet Nangabo Wanyama, MP.

The Minutes of the 19th sitting was proposed by Hon. Catherine Wambilyanga, MP and seconded by the Hon. Elsie Muhanda, MP.

MIN.NO. SCMSF/074/2018: COMMITTEE ACTIVITIES

The Committee was informed of the following activities:

- (a) **Meeting with the Director General, Director Finance & Accounting Services and Catering Manager on Thursday, 12th April, 2018-** The Committee was informed that the details of the meeting had been communicated to the above officers and they had confirmed attendance
- (b) **Meeting of the Committee with the Committee of the Commission on Members' Welfare on Tuesday, 17th April, 2018 -** The Committee was informed that the meeting had been confirmed with the Committee of the Commission on Members' Welfare. The purposes of the meeting was for the Committee to share the members' concerns on their welfare and get the views of the Committee of the Commission before they table its Report to the House.
- (c) **Meeting with the Speaker of the National Assembly-** The Committee was informed that the Chairperson and the Vice-Chairperson of the Committee will be meeting with the Speaker of the National Assembly on Tuesday, 10th April, 2018 at 4.30pm to apprise him on the status of the Committee activities.

MIN.NO. SCMSF/075/2018:

ANY OTHER BUSINESS

Benchmarking Visits

The Committee was informed that the Ministry of Foreign Affairs had written to the Committee asking them to push the study visit to the Parliament New Zealand with another two months effective 4th April, 2018. The Committee observed that the visit to the Parliament New Zealand was taking inordinately long to materialize. The Committee was informed that the study visit to India might take place in the month of May.

This notwithstanding, the Committee was informed that the proposed delegation to the Parliament New Zealand and India will be as follows though this could change depending on Members' availability:

Parliament of New Zealand

- (1) Hon. Catherine Waruguru, M.P. –V/**Chairperson & Leader of delegation**
- (2) Hon. Rehema Hassan, M.P.
- (3) Hon. Florence Chepngetich Koskey, M.P.
- (4) Hon. Silas Kipkoech Tiren, M.P.
- (5) Hon. Catherine Wambilyanga, MP

Parliament of India

- (1) Hon. Samwel Moroto Chumel, MP **Leader of delegation**
- (2) Hon. Charity Kathambi Chepkwony, MP
- (3) Hon. Elsie Muhanda, MP
- (4) Hon. Aisha Jumwa Katana, MP

The Committee tasked the secretariat to draw up more concept notes and request letters for benchmarking visits with Canada, The Netherlands and Ethiopia.

MIN.NO. SCMSF/076/2018:

ADJOURNMENT

The meeting adjourned at 2.00p.m. The next meeting was scheduled on Thursday, 12th April, 2018 at 12.00p.m.

SIGNED.....


(CHAIRPERSON)

DATE.....

~~10-4-2018~~ 12-04-2018



MINUTES OF THE 19TH SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON WEDNESDAY, 4TH APRIL, 2018 AT 12.30 PM

PRESENT

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

APOLOGY

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

1. Mr. Douglas Ng'ang'a
2. Mr. Dan Ajele
3. Eng. John Nguru
4. Mr. John N. Mutega
5. Mr. Douglas Katho
6. Ms. Clara Kimeli
7. Dr. Kefa Omoti
8. Mr. Douglas Mbuvi
9. Mr. Sylvester Ocholla
10. Mr. Robert Masongo
11. Ms. Nthenya Wayua
12. Ms. Zainabu Wario

NATIONAL ASSEMBLY

- | | |
|---|-----------------------------------|
| - | Director; Administration services |
| - | Principal Procurement Officer |
| - | Building and Maintenance |
| - | Principal Clerk Assistant I |
| - | Clerk Assistant III |
| - | Legal Counsel |
| - | Principal Research Officer |
| - | Security Supervisor |
| - | Health Club Manager |
| - | Food and beverage Supervisor |
| - | ICT Officer |
| - | Serjeant-At-Arms |

MIN. NO. SCMSF/069/2018:

PRELIMINARIES

The meeting was called to order at 12.35p.m.

Having agreed with the recommendations hereunder, the Members of the Committee did append their signatures as an indication of confirmation of the same:

1. THAT the Parliamentary Service Commission may consider formulating a policy that sets cleaning standards within the Parliament Buildings and a framework for collaboration with outsourced cleaning service providers.
2. THAT the PSC may consider expanding the scope of contract for cleaning service to include the service provider's own cleaning detergents, equipment and supply of toiletries and related items of a prescribed standard to ensure continuous supply and minimize disruptions to allow the legislature concentrate in its core constitutional mandate.
3. THAT the Commission may undertake a staff skills audit in the Catering Department for purposes of trainings and placements within the department.
4. THAT there is need for the Catering Management Unit to ensure that there is availability of food varieties and a daily menu display.
5. THAT the Commission to consider centralizing the co-ordination of allocation of office equipment and management of cleaning services contracts to one office within the Parliamentary Joint Service.
6. THAT the Commission to consider development of a Catering Management Information System to help address procurement and administrative challenges.
7. THAT the Commission to consider developing a standard and decent uniform for catering and health club and ensure strict adherence of the same.
8. THAT the Commission to consider exploring the possibility of developing an ICT enabled data base and linking the same to Members activities in the house including questions, legislative proposals and constituency activities.
9. THAT the Commission to consider developing s and implementing an Integrated Security Management System to regulate entry by service providers, staff and Members of the public to Parliament Buildings.



MINUTES OF THE 18TH SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON WEDNESDAY, 4TH APRIL, 2018 AT 10.00 AM

PRESENT

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

APOLOGY

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

- | | | |
|--------------------------|---|-----------------------------------|
| 1. Mr. Douglas Ng'ang'a, | - | Director; Administration services |
| 2. Mr. John N. Mutega | - | Principal Clerk Assistant I |
| 3. Mr. Dan Ajele | - | Principal Procurement Officer |
| 4. Eng. John Nguru | - | Building and Maintenance |
| 5. Dr. Kefa Omoti | - | Principal Research Officer |
| 6. Ms. Clara Kimeli | - | Legal Counsel |
| 7. Mr. Douglas Katho | - | Clerk assistant III |
| 8. Mr. Douglas Mbuvi | - | Security Supervisor |
| 9. Mr. Sylvester Ocholla | - | Health Club Manager |
| 10. Mr. Robert Masongo | - | Food and beverage Supervisor |
| 11. Ms. Nthenya Wayua | - | ICT Officer |
| 12. Ms. Zainabu Wario | - | Serjeant-At-Arms |

NATIONAL ASSEMBLY

MIN. NO. SCMSF/066/2018:

PRELIMINARIES

The meeting was called to order at 9.30a.m. and opened with a word of prayer by the Hon. Catherine Wambilyanga, M.P.

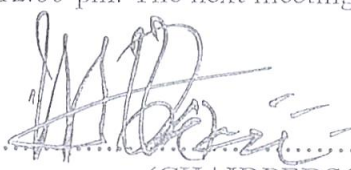
The Committee considered the draft Report on a Benchmarking Visit to the United Kingdom Parliament and the Northern Ireland Assembly. Following deliberations on the same, the Committee made the following recommendations:

1. THAT the Parliamentary Service Commission may consider formulating a policy that sets cleaning standards within the Parliament Buildings and a framework for collaboration with outsourced cleaning service providers.
2. THAT the PSC may consider expanding the scope of contract for cleaning service to include the service provider's own cleaning detergents, equipment and supply of toiletries and related items of a prescribed standard to ensure continuous supply and minimize disruptions to allow the legislature concentrate in its core constitutional mandate.
3. THAT the Commission may undertake a staff skills audit in the Catering Department for purposes of trainings and placements within the department.
4. THAT there is need for the Catering Management Unit to ensure that there is availability of food varieties and a daily menu display.
5. THAT the Commission to consider centralizing the co-ordination of allocation of office equipment and management of cleaning services contracts to one office within the Parliamentary Joint Service.
6. THAT the Commission to consider development of a Catering Management Information System to help address procurement and administrative challenges.
7. THAT the Commission to consider developing a standard and decent uniform for catering and health club and ensure strict adherence of the same.
8. THAT the Commission to consider exploring the possibility of developing an ICT enabled data base and linking the same to Members activities in the house including questions, legislative proposals and constituency activities.
9. THAT the Commission to consider developing and implementing an Integrated Security Management System to regulate entry by service providers, staff and Members of the public to Parliament Buildings.

10. THAT the Parliamentary Service Commission to consider measures to professionalize the management of Catering Services by employing professional chefs, deploying a procurement specialist and accountant as well re-training the existing staff.
11. THAT there is need for the Commission to set up two more catering units in addition to the Main Restaurant and Continental House at the Red Cross Building and County House to cater for the membership of the House and each unit to be allowed to work competitively to facilitate efficiency in service delivery.
12. THAT the Commission to consider developing a training plan for the catering staff based on the proposed skills audit; and, that the Commission to explore attachment for Catering Staff in five star hotels within the country.
13. THAT there is need for the Commission to install suggestion boxes be in various strategic points within parliamentary buildings for feedback on quality and responsiveness of catering and cleaning services among other services.
14. THAT the Commission to consider overhaul renovation of the current Kitchen, Restaurant, Bar, stillroom and Members Lounge/Lobby.
15. THAT the Commission to consider increasing the number of Artisan staffers working in the Maintenance Department in order to improve efficiency in their operations and enhance the quality of in-house services.

MIN.NO. SCMSF/068/2018: ADJOURNMENT

The meeting adjourned at 12.00 pm. The next meeting was scheduled for the same date at 12.30 p.m.

SIGNED..........
(CHAIRPERSON)

DATE.....10.4.2018.....



MINUTES OF THE 17TH SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON WEDNESDAY, 3RD APRIL, 2018 AT 4.30 PM

PRESENT

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

APOLOGY

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

NATIONAL ASSEMBLY

1. Mr. Douglas Ng'ang'a - Director; Administration services
2. Mr. John N. Mutega - Principal Clerk Assistant I
3. Mr. Dan Ajele - Principal Procurement Officer
4. Eng. John Nguru - Building and Maintenance
5. Dr. Kefa Omoti - Principal Research Officer
6. Ms. Clara Kimeli - Legal Counsel II
7. Mr. Douglas Katho - Clerk Assistant III
8. Mr. Douglas Mbuvi - Security Supervisor
9. Mr. Sylvester Ocholla - Health Club Manager
10. Mr. Robert Masongo - Food and beverage Supervisor
11. Ms. Nthenya Wayua - ICT Officer
12. Ms. Zainabu Wario - Serjeant-At-Arms

MIN. NO. SCMSF/063/2018: PRELIMINARIES

The meeting was called to order at 4.30 p.m.

MIN. NO. SCMSF/064/2018: CONSIDERATION OF PENDING REPORTS
BEFORE THE COMMITTEE

While considering the Second Report of the Committee on "Improvement of Catering Services" and the Third Report of the Committee on "Improvement of Facilities within the National Assembly" the Members observed that there was need to meet with the Committee of the Commission on Members; Welfare. The Committee also noted that a follow up meeting with Director General, Director, Finance and Accounting Services and Catering Manager on the management of catering services would clarify a lot of unanswered concerns.

MIN.NO. SCMSF/065/2018: ADJOURNMENT

The meeting adjourned at 5.40 p.m. The next meeting was scheduled for the next day at 9.30a.m.

SIGNED..........
(CHAIRPERSON)

DATE.....10.4.2018.....



MINUTES OF THE 16TH SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON TUESDAY, 3RD APRIL, 2018 AT 2.30 PM

PRESENT

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

APOLOGY

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

NATIONAL ASSEMBLY

- | | | |
|--------------------------|---|-------------------------------|
| 1. Mr. John N. Mutega | - | Principal Clerk Assistant I |
| 2. Mr. Dan Ajele | - | Principal Procurement Officer |
| 3. Dr. Kefa Omoti | - | Principal Research Officer |
| 4. Eng. John Nguru | - | Building and Maintenance |
| 5. Ms. Clara Kimeli | - | Legal Counsel II |
| 6. Mr. Douglas Katho | - | Clerk Assistant III |
| 7. Mr. Douglas Mbuvi | - | Security Supervisor |
| 8. Mr. Sylvester Ocholla | - | Health Club Manager |
| 9. Mr. Robert Masongo | - | Food and beverage Supervisor |
| 10. Ms. Nthenya Wayua | - | ICT Officer |
| 11. Ms. Zainabu Wario | - | Serjeant-At-Arms |

MIN. NO. SCMSF/060/2018:

PRELIMINARIES

The meeting was called to order at 2.30p.m. and opened with a word of prayer by the Hon. Christopher Aseka, M.P.

MIN. NO. SCMSF/061/2018:

CONSIDERATION OF THIRD REPORT OF THE
COMMITTEE ON IMPROVEMENT OF MEMBERS'
FACILITIES IN THE NATIONAL ASSEMBLY

The Committee considered the report on proposed improvement of Members' facilities in the National Assembly and made the following observations:

- (a) Some Members of National Assembly are yet to allocated offices.
- (b) A policy on cleaning standard for parliamentary premises is required as soon as practicable.
- (c) There is no service charter displayed in any service area within parliament building prescribing the legitimate expectation of a client.
- (d) The gymnasium is dilapidated, the gymn equipment are almost obsolete and are not well maintained and lacks crucial staff such as reflexologists among others.
- (e) The gym ceiling is leaking and lacks proper ventilation, aeration and with precarious hanging lights; this is a safety hazard for users of the gym.
- (f) There is no adequate staff on call for maintenance of the Parliamentary Estate.
- (g) The library facility is not only enough for members but is also not adequately stocked.
- (h) The Parliament entrances should be cleared and well re-designed to provide for crowd control and avoid traffic pile when there is huge flow of vehicles coming to Parliament.
- (i) The toilets capacity in Parliament is not adequate to cater for huge population following the increase of members of parliament from 224 to 416.

RECOMMENDATIONS

The Committee made the following recommendations:

A. Short Term

1. The Commission should facilitate furnishing and equipping of Chairpersons' Offices with a view to making the offices conducive working environment.
2. The toilets adjacent to the Main Reception in the Main Building should be cleaned frequently to address the bad smell emanating from the toilets, and that the malfunctioning door locks and non-operational taps at the wash-hand basins should be repaired with utmost urgency.
3. The Commission should facilitate rehabilitation and re-equipment of the health club.

B. Medium Term

4. The PSC should set clear terms of references for cleaning service contractors for purposes of maintaining high standards of cleanliness at the Parliament Buildings.
5. The Commission should be facilitating modernizing the existing Committee Rooms to the standards of the Committee Rooms 07 or 09.

C. Long Term

6. The Commission should fast track the construction of the Multi-storey Office block to ease the pressure of scarcity of Offices for Members and Committee rooms.
7. The Commission should consider constructing ramps and other equipment for use by persons with disability within Parliament Buildings especially at the new restaurant wing.
8. The PSC should consider improving the library facilities available at the Continental House and or possible relocating the same to a more convenient place.
9. The Commission should identify a new site within the Main Building to construct more toilets to address the capacity issue in the building.
10. The Commission should facilitate major plumbing activities in all Parliament buildings especially Continental and Protection House to address the issue of washrooms.
11. The Commission to consider an integrated ICT system that tracks members activities and contributions at Committees and Chambers;
12. The Commission to expedite installation of a Security Integrated Management Security System within in Parliament Buildings for safety measures;
13. The Commission to come up with a policy on asset disposal based on the procurement laws and ensure that obsolete goods within Parliament are disposed on time.

The meeting resolved to share the above issues with the Committee of the Commission on Members' Welfare before the report is tabled in the House.

MIN.NO. SCMSF/062/2018: ADJOURNMENT

The meeting adjourned at 4.10 p.m. The next meeting was scheduled on the same day at 4.30p.m.

SIGNED.....
(CHAIRPERSON)

DATE.....10-4-2018.....



MINUTES OF THE 15TH SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON TUESDAY, 3RD APRIL, 2018 AT 9.30 AM

PRESENT

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

APOLOGY

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

1. Mr. John N. Mutega
2. Mr. Dan Ajele
3. Eng. John Nguru
4. Dr. Kefa Omoti
5. Ms. Clara Kimeli
6. Mr. Douglas Mbuvi
7. Mr. Sylvester Ocholla
8. Mr. Douglas Katho
9. Mr. Robert Masongo
10. Ms. Nthenya Wayua
11. Ms. Zainabu Wario

NATIONAL ASSEMBLY

- Principal Clerk Assistant I
- Principal Procurement Officer
- Building and Maintenance
- Principal Research Officer
- Legal Counsel
- Security Supervisor
- Health Club Manager
- Clerk Assistant III
- Food and beverage Supervisor
- ICT Officer
- Serjeant-At-Arms

MIN. NO. SCMSF/057/2018:

PRELIMINARIES

The meeting was called to order at 9.30 a.m. and opened with a word of prayer from the Hon. Eng. Thaddeus Nzambia.

MIN. NO. SCMSF/058/2018:

CONSIDERATION OF SECOND REPORT OF THE COMMITTEE ON IMPROVEMENT OF CATERING SERVICES

The Committee was taken through by the secretariat the draft Second Report on the Improvement of Catering Services.

The Committee observed that, the report was compiled through the various initiatives by the Committee that including - inspection of catering facilities; Views of Members in the House during the re-constitution of the Committee and constitution of the Parliamentary Service Commission on 21st and 22nd February 2018 respectively, as contained in the respective Hansard Reports; lessons learnt during a benchmarking tour to the Parliament of United Kingdom and Northern Ireland Assembly; and, submissions on the challenges affecting performance of the Catering unit from the Director General and senior management of the Catering Unit.

The Committee made observed that:

- (a) the Procurement Unit is not involved in the procurement of supplies to the parliamentary restaurant, save for the generation of a list of prequalified suppliers. apparently, procurement is done solely by the Catering Manager;
- (b) the Catering Unit has a lot of pending bills because the resources generated through the self-revolving catering fund were not adequate to pay all suppliers;
- (c) there is poor documentation and lack of accountable documents which made it difficult to pay catering service suppliers in time;
- (d) there is a Catering Fund managed by the Senior Deputy Clerk (SDC) Senate, Deputy Director Accounts department, the Catering Manager and an HR Officer. The catering Fund officials are not always available to support the catering Manager to efficiently administer the fund;
- (e) the Catering Unit does not maintain books of accounts, and was not therefore able to determine whether it is making losses or profits as compared to the staff canteen where dividends are recorded every year;
- (f) the Members restaurant has staff strength of 82 for a workload of 418 Members of Parliament. It is not possible to tell the skills set combination because a skills audit is yet to be done; and,
- (g) the restaurant books of account have not been audited for the last 6 years.

In light of the above, the committee took the view that:

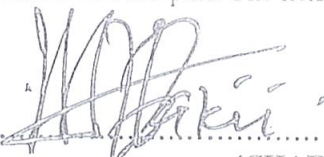
1. In order to improve catering services, it is necessary for PSC to consider urgently facilitating the renovation of the Member's restaurant including floor sanding, repainting, and repairs of chairs and procurement of new table clothes;
2. For ease of future audits, it is important for the PSC to immediately deploy a qualified accountant to the catering unit;
3. The PSC Audit Department should be mandated to carry out regular audits of the Canteen;
4. Standard Uniforms to be designed for the Canteen staff to be worn at all times;
5. A catering information system for control purposes need to be put in place;
6. Procurement processes for the Catering Department should be centralized and an e-procurement system be put in place to manage canteen procurement and accounting; and,

7. Catering Management Committee to be established to be composed of Members of Parliament and senior staff of Parliament for proper management of the canteen funds.

The meeting resolved that the Catering Manager and the Director General of the Parliamentary Joint Services do appear before the Committee on 12th April, to address the issues contained herein. Further, the Committee resolved to meet with the Committee of the Commission Members' Welfare on the same issues.

MIN. NO. SCMSF/059/2018: ADJOURNMENT

The meeting adjourned at 1.30 p.m. The next meeting was scheduled for the same day at 2.30 PM.

SIGNED..........
(CHAIRPERSON)

DATE.....10.4.2018.....

MINUTES OF THE 14TH SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE MINI-CHAMBER, COUNTY HALL ON TUESDAY, 27TH MARCH, 2018 AT 12.30PM

PRESENT

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

APOLOGY

1. The Hon. Catherine Waruguru, MP - Vice Chairperson
2. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

1. Mr. John Mutega
2. Dr. Kefa Omoti
3. Mr. Douglas Katho
4. Mr. Abdi Salat
5. Ms. Zainabu Wario

NATIONAL ASSEMBLY

- Principal Clerk Assistant I
- Principal Research Officer
- Clerk Assistant III
- Senior Serjeant-At-Arms
- Serjeant-At-Arms

MIN. NO. 052/2018:

PRELIMINARIES

The meeting was called to order at 12.00p.m. and commenced with a word of prayer by the Hon. Ezekiel Machogu Ombaki, MP, the Chairperson of the Committee.

The Committee resolved to divide itself into two groups with one group undertaking inspection of facilities in the County Hall Building and the Kenya International Convention Centre (KICC) and to be led by the Hon. Samuel Moroto, MP and the other group inspecting facilities in the Protection House and Harambee Sacco Plaza and to be led by the Hon. Ezekiel Machogu, MP.

MIN.NO. 053/2018:

INSPECTION TOUR OF THE COUNTY HALL AND KICC FACILITIES.

Following inspection of facilities in the County Hall and the KICC Buildings, the Committee observed the following:

1. County Hall Building

- (a) The offices at County Hall are reserved for Parliamentary Service Commissioners.
- (b) The standard of workmanship in the offices was of high quality and they are all standard. However some of the office walls have cracks and they need an assessment to ascertain that they do not pose danger to the users. Some of the walling's are dirty and needs repainting.
- (c) The toilets were well cleaned up.
- (d) The County Hall building needs a Kitchen to take care of the personnel housed in the building.
- (e) The Commission/Meeting rooms were adequately equipped with iPads.
- (f) The Commission/Meeting rooms need an air condition regulator to offer comfort to throughout.
- (g) The curtains are worn out and they are of low quality as well as they need to be replaced.

2. Kenya International Convention Centre

- (a) The offices of Members of National Assembly in KICC need to be painted as they look very desolate.
- (b) The KICC building also houses EALA and there is therefore a need to ascertain whose responsibility it is to provide EALA Members with offices.
- (c) There is a big discrepancy in the allocation of offices where some members have very big offices compared to others.
- (d) The lighting systems generally in the offices at KICC are not adequate and they need to be fixed.
- (e) The internet services in the building are very unreliable.
- (f) The offices are not labeled and make it difficult to access since they are public offices.
- (g) The ventilations in the offices are not adequate and there is need to re-work the partitions to make the offices well ventilated.
- (h) The roofing of the offices in the KICC buildings are very archaic and there is need to put up modern ceilings.
- (i) Most of the sockets and bulbs in the building are either hanging off or does not function.
- (j) Most of the offices do not have adequate furniture and office equipment.
- (k) Members with disabilities face challenges in accessing the bathrooms.
- (l) KICC building has no cleaning services and the members' staff clean their own offices since the contract of the company that has been providing the cleaning services had expired and has not been renewed.
- (m) There is need to consider the partitioning of the offices to be able to allow for some privacy especially a waiting area for the persons who wish to have meetings with the Members of Parliament.

MIN. NO. 054/2018:

INSPECTION TOUR OF THE PROTECTION HOUSE AND HARAMBEE HOUSE FACILITIES

The Committee undertook inspection of the facilities in the Protection House and Harambee SACCO Plaza and observed the following:

1. Protection House Building

- (a) The meetings rooms are not sound proof and therefore not very conducive for meetings.
- (b) Most of the sockets and bulbs in the building are either hanging off or do not function.
- (c) The toilet facilities on almost all the floors are non-functional and those that are functional emit a bad odor.
- (d) The committee meeting rooms are not well furnished with chairs and audio recording facilities.

2. Harambee Sacco Plaza Building

- (a) Most of the Committee Chairpersons are accommodated in Harambee Plaza.
- (b) The meeting rooms are not sound proof and not very conducive for meetings. If most of the Committee rooms were to be rehabilitated and equipped with furniture and audio recording, they would ease the pressure on scarcity of committee rooms in the National Assembly.
- (c) The electrical works need rehabilitation.
- (d) The toilet facilities are in deplorable state.
- (e) There are no curtains in most of the offices and it is very unconducive to work in certain offices especially in the afternoon.
- (f) The toilets are not well cleaned.
- (g) The Building houses private offices and clearance of visitors on the ground floor is not well management and thus poses a big security risk to Members.

Way Forward

Members resolved that the above issues form part for the material of the report of the Committee on improvement of facilities.

MIN.NO. 055/2018: ANY OTHER BUSINESS

Retreat of the Committee

The Chairperson then informed the Committee that a retreat of the Committee had been scheduled from 2nd to 5th April, 2018 in Naivasha. The Committee observed that some of its Members will be in South Coast during the period and resolved that the venue of the Committee's retreat be changed from Naivasha to South Coast.

MIN.NO. 056/2018: ADJOURNMENT

The Chairperson adjourned the meeting at 2.10p.m. The next meeting shall be held on Tuesday, 3rd April, 2018.

SIGNED.....
(CHAIRPERSON)

DATE..... 10-4-2018.....



MINUTES OF THE 13TH SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE CONTINENTAL HOUSE, CAFETERIA ON 7TH FLOOR, TUESDAY, 20TH MARCH, 2018 AT 12.30PM

MEMBERS PRESENT

1. The Hon. Ezekiel Machogu Ombaki, M.P. -Chairperson
2. The Hon. Janet Nangabo Wanyama, M.P.
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Rigathi Gachagua, M.P.
5. The Hon. Elisha Odhiambo, MP
6. The Hon. Eng. Nzambia Thuddeus Kithua, MP
7. The Hon. Samwel Moroto Chumel, M.P.
8. The Hon. Silas Kipkoech Tiren, M.P.
9. The Hon. Catherine Wambilyanga, MP
10. The Hon. Charity Kathambi Chepkwony, M.P.
11. The Hon. Elsie Muhanda, MP

APOLOGY

1. The Hon. Catherine Waruguru, M.P. -Vice Chairperson
2. The Hon. Rehema Hassan, M.P.
3. The Hon. Florence Chepngetich Koskey, M.P.
4. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

NATIONAL ASSEMBLY

- | | |
|-------------------------------|--|
| 1. Mr. Clement Nyandiere | - Director General, Parliamentary Joint Services |
| 2. Mr. Douglas Ng'ang'a | - Director, Administration Services |
| 3. Maj.(Rtd) Benard Masinde | - Deputy Serjeant-At-Arms |
| 4. Maj. (Rtd). Kirungu Majiba | - Ag. Chief Security Officer |
| 5. Mr. Paul Gachigua | - Manager, Catering |
| 6. Mr. Sylvester Ocholla | - Manager, Health Club |
| 7. Mr. Douglas Katho | - Clerk Assistant III |
| 8. Mr. Clara Kimeli | - Legal Counsel I |
| 9. Ms. Zainabu Wario | - Serjeant-At-Arms |
| 10. Ms. Martha Mwhaki Chege | - Maintenance Office |

MIN. NO. 047/2018:

PRELIMINARIES

The meeting was called to order at 12.30p.m. and commenced with a word of prayer from the Hon. Ezekiel Machogu Ombaki, M.P, Chairperson of the Committee.

The Chairperson informed the members that a delegation of the Committee had travelled to the United Kingdom and Northern Ireland on a study tour and that a report was being prepared and would be shared with Members of the Committee for learning purposes and thereafter tabled in the house for adoption.

MIN. NO. 048/2018: INSPECTION TOUR OF THE CONTINENTAL HOUSE

FACILITIES AT THE CAFETERIA

The Committee was taken through the Cafeteria facilities within the Continental House. The Committee observed the following regarding the state of the facilities therein:-

- (a) Some of the electrical fittings in the kitchen are faulty and pose danger to the users due to poor workmanship and water leakage into the open electrical wirings;
- (b) the toilets were not well cleaned and there were stench coming from the toilets;
- (c) the kitchen needed an air condition regulator to offer comfort to the kitchen staff while preparing meals;

(d) staff uniforms need replacement;

- (e) the Cafeteria needs to be re-arranged by placing tented shades on the outside terrace of the seventh floor to accommodate more Members;

(f) some of the wall have cracks and water was leaking into the offices of most Members of Parliament and to gymnasium in the basement;

- (g) the ceilings boards are worn out and needs repair;
- (h) the toilet bowls are not properly fixed on the toilet floor and needs fastening;

(i) most of the toilets have got no latches and some doors are not functioning properly; and,

- (j) the water tank on the seventh floor needs to be relocated to avoid the spillage of water into the gymnasium area.

MIN. NO. 049/2018: INSPECTION TOUR OF THE CONTINENTAL HOUSE

FACILITIES AT THE GYMNASIUM

The Committee was taken through the gymnasium facilities within the Continental House and observed the following:

- (a) the showers at the ladies are very old and cannot function properly and therefore they need to be replaced;
- (b) the lockers on the ladies side are not adequate for all the Members;

(c) the leaking water from the waste bin at the seventh floor of the Continental House finds itself into the basement at the gymnasium and mixes up with the bathing water in the bathrooms. This has been going on for about 10 years now.

- (d) there were lot of dysfunctional items within the gymnasium area that need to be disposed by the Disposal Committee;

(e) the contractors on site should be asked to do a better job and full payments should only be done when the job has been completed to satisfaction;

- (f) some of the gym equipment needs urgent repair and a maintenance contract should be entered into to ensure an uninterrupted operations at the health club;

(g) the showers are falling apart and need replacement;

- (h) the toilets have no privacy;
- (i) most of the electrical installations e.g. sockets and bulbs in the building are either hanging off or do not function; and,
- (j) the gymnasium staff whose contracts have expired have not been renewed.

Way-Forward

The issues raised during the inspection of the facilities within the Continental House to be incorporated in the Report of the Committee on Facilities

MIN.NO. 050/2018: ANY OTHER BUSINESS

Utensils in the Catering Department

The Committee was informed that Parliament has only a total of 80 cups and does not have the capacity to service all the Committees if the meetings are running at the same time.

MIN.NO. 051/2018: ADJOURNMENT

The meeting adjourned at 2.00 p.m.

SIGNED.....
(CHAIRPERSON)

DATE.....10.4.2018.....



MINUTES OF THE 12TH SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE VIP MEMBERS LOUNGE, MAIN PARLIAMENT BUILDINGS ON THURSDAY, 15TH MARCH, 2018 AT 12.30PM

PRESENT

1. The Hon. Catherine Waruguru, MP -Vice Chairperson (Chairing)
2. The Hon. Samwel Moroto Chumel, MP
3. The Hon. Silas Kipkoech Tiren, MP
4. The Hon. Catherine Wambilyanga, MP
5. The Hon. Charity Kathambi Chepkwony, MP
6. The Hon. Elsie Muhanda, MP

APOLOGY

1. The Hon. Ezekiel Machogu Ombaki, MP -Chairperson
2. The Hon. Janet Nangabo Wanyama, MP
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Elisha Odhiambo, MP
5. The Hon. Rigathi Gachagua, MP
6. The Hon. Eng. Nzambia Thuddeus Kithua, MP
7. The Hon. Rehema Hassan, MP
8. The Hon. Florence Chepngetich Koskey, MP
9. The Hon. Aisha Jumwa Katana, MP

IN ATTENDANCE

1. Mr. Douglas Katho
2. Mr. Robert Masongo
3. Ms. Zainabu Wario

NATIONAL ASSEMBLY

- Clerk Assistant III
- Deputy Manager, Catering Services
- Serjeant-At-Arms

MIN. NO. 041/2018:

PRELIMINARIES

The sitting's proceedings commenced with a word of prayer by the Hon. Catherine Wambilyanga, MP.

MIN. NO. 042/2018:

CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS

The minutes of the 10th sitting held on 22nd February, 2018 was confirmed as a true record of the deliberations of the meeting after being proposed by the Hon. Samuel Moroto, MP and seconded by Hon. Charity Kathambi, MP.

The minutes of the 11th sitting held on 28th February, 2018 was confirmed as a true record of the deliberations of the meeting on after being proposed by the Hon. Catherine Waruguru and seconded by Hon. Catherine Wambilyanga, MP.

MIN. NO. 043/2018:

DELIBERATIONS ON OUTSOURCING CLEANING SERVICES FOR THE NATIONAL ASSEMBLY

The Committee deferred this agenda till a later date when the Committee shall have been briefed accordingly regarding the current state of the cleaning services.

MIN.NO. 044/2018:

REVIEW OF THE COMMITTEE WORK PLAN AND
PROGRAMME OF ACTIVITIES.

The Committee reviewed the workplan and the programme of activities. The meeting resolved to conclude on the inspection tours of Parliament buildings as an urgent matter.

To that end, having inspected the Main Buildings Catering Unit in early February; the meeting resolved to undertake inspection tour at the Continental House next Tuesday, 20th March, 2018 and thereafter the remaining buildings on Thursday, 22nd February, 2018.

The meeting further resolved to carry out inspection of the Centre for Parliamentary Studies and Training (CPST) at a date to be confirmed.

The meeting however resolved to undertake a workshop to develop reports on the inspections visits and other views collected from Members of Parliament on the services and facilities extended to them. The meeting resolved that the senior staff of various departments that have a bearing on members' services and facilities to accompany the members as part of the report writing team as their input is indispensable. The workshop was proposed from 2nd to 5th April, 2018.

MIN.NO. 045/2018:

ANY OTHER BUSINESS

Capacity Building/Study Tours


The meeting thanked the Clerk of the National Assembly for approving and facilitating the Committee's request to undertake study tours abroad. The Committee noted that a delegation of six Members of the Committee were on the study tour to the United Kingdom and Northern Ireland from 12th to 16th March, 2018.

The Committee was also informed that there are two other delegations that are expected to travel to New Zealand and India in due course. The Committee called the secretariat to follow up on the visits.

MIN.NO. 046/2018:

ADJOURNMENT

The Chairperson adjourned the meeting at 1.30p.m.

SIGNED.....
(CHAIRPERSON)

DATE.....10.04.2018.....