



**REPUBLIC OF KENYA**  
**NAIROBI CITY COUNTY ASSEMBLY**  
**SECOND ASSEMBLY – (THIRD SESSION)**  
**ORDERS OF THE DAY**  
**TUESDAY, JULY 2, 2019 AT 2.30 P.M.**  
**ORDER OF BUSINESS**

**PRAYERS**

1. Administration of Oath
2. Communication from the Chair
3. Messages
4. Petitions
5. Papers
6. Notices of Motion
7. Statement
8. **\*MOTION – HON. KABIRO MBUGUA, MCA**  
***Subject: a policy on Ombudsman in the County***

**THAT**, aware that the Constitution of Kenya (2010) grants the citizens of this republic comprehensive rights and fundamental freedoms; **further** aware that all over the world governments are established by society in order to deliver public goods, works and services and to administer policies and laws that are necessary and beneficial to society, where the government is required to provide one form or other of public service in order for the rights and/or liberties contained in the Bill of Rights to be realized; and to develop policies, laws and institutions, or undertake programmes to promote, protect or fulfil these Rights; **concerned** that recent years have witnessed increased cases of arbitrary arrests, harassment and extortions of traders and other members of the public by the City Inspectorate and Revenue Collection Employees thus infringing on rights and fundamental freedoms of the residents; **further concerned** that some of the officers who engage in such heartless acts do not face the full force of the law due to lack of effective complaints handling mechanisms in the

County; **noting** that huge loss of revenue has been incurred by the County Government due to extortions by such employees at the expense to service delivery to residents of the County; **acknowledging** that effective complaints handling is a crucial part of quality service delivery in any institution as it helps identify weak areas and create the motivation for continual improvement, provides an opportunity for the organisation to understand its customers and ensure that the issues they raise are quickly resolved, improves the reputation and image of the institution and provide management with information on how its staff treat customers, thus promoting accountability for both the institution and its staff; this Assembly urges the County Executive to develop a policy that provides for the establishment of the office of County Ombudsman to receive and process complaints with a view to fostering a performance-oriented culture that seeks to revamp the process through which the County Government operates, in order to increase efficiency and effectiveness, and to inculcate a culture of client-oriented, mission-driven, and quality-enhanced management in the County.

**9. \*MOTION – HON. DORIS KANARIO, MCA**

***Subject: a policy on Youth, Women and Persons with Disability Empowerment Fund***

**THAT**, aware that Article 21 (3) of the Constitution 2010 provides for all State Organs and public officers to address the needs of vulnerable groups within the society, including women, persons with disabilities, youth among others; **further** aware that Part II of the Fourth Schedule to the Constitution provides for the functions of the County Government which is to support enterprises for women and youth in the County by establishing and providing for the administration of youth and women empowerment fund, ensuring and coordinating the participation of communities and locations in governance at the local level and assisting communities and locations to develop the administrative capacity for the effective exercise of the functions and powers and participation in governance at the local level; **acknowledging** that there has been a high number of youths and women who contribute greatly to the development of Nairobi City County through small and medium scale enterprises; **disturbed** that most youths and women in the County cannot easily access credit facilities from financial institutions due to stringent procedures in accessing such facilities and lack of securities and guarantors, this Assembly urges the County Executive to develop a policy to establish the County Youth, Women and Persons with Disability Empowerment Fund and set out provision relating to the procedures for application of loans and conditions for grant of loan to youth and women in the County.

# **NOTICES**

**I. The Assembly resolved on Wednesday, 13<sup>th</sup> February, 2019 as follows: -**

- a) **THAT**, notwithstanding the provisions of Standing Order 103(4), this Assembly orders that, each speech in a debate on any **Motion**, including a Special motion be limited in the following manner:-A maximum of three hours with not more than twenty (20) minutes for the Mover and ten (10) minutes for each other Member speaking, except the Leader of the Majority Party and the Leader of the Minority Party, who shall be limited to a maximum of fifteen (15) minutes each, and that ten (10) minutes before the expiry of the time, the Mover shall be called upon to reply; and that priority in speaking be accorded to the Leader of the Majority Party, the Leader of the Minority Party and the Chairperson of the relevant Sectoral Committee, in that Order.

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\* **Denotes Orders of the Day** \*

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