



CLERK
NAIROBI CITY
COUNTY ASSEMBLY
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NAIROBI

NAIROBI CITY COUNTY ASSEMBLY

FIRST ASSEMBLY - SECOND SESSION

FIRST REPORT OF THE
COMMITTEE ON TRADE, TOURISM AND COOPERATIVES

ON

THE INQUIRY INTO ALLEGED MALPRACTICES IN THE MARKETS
SECTOR, DEPARTMENT OF TRADE, INDUSTRIALIZATION,
CO-OPERATIVE DEVELOPMENT AND TOURISM, NAIROBI CITY
COUNTY

MAY, 2014

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1.0 PREFACE

Mr. Speaker, Sir,

1.1.1 The Sectoral Committee on Trade, Tourism and Cooperatives is established under Standing Order No. 191. Its mandate pursuant to Standing Order 191(5) (a) is:-

- a) *to investigate, inquire into, and report on all matters relating to the mandate, management, activities, administration, operations and estimates of the assigned departments;*
- b) *to study the programme and policy objectives of the departments and the effectiveness of the implementation;*
- c) *to study and review all legislation referred to it;*
- d) *to study, assess and analyse the relative success of the departments as measured by the results obtained as compared with its stated objectives;*
- e) *to investigate and inquire into all matters relating to the assigned Departments as they may deem necessary, and as may be referred to them by the County Assembly;*
- f) *to make reports and recommendations to the County Assembly as often as possible, including recommendation of proposed legislation.*

The Committee comprises the following Members:-

1. Hon. Peter M Warutere, MCA – Chairman
2. Hon. Wilfred Odalo, MCA – Vice Chairman
3. Hon. William Abuka, MCA
4. Hon. Pius M Mbono. MCA
5. Hon. Dorcas Njoroge MCA
6. Hon. Amos Mbutia, MCA
7. Hon. Jacqueline Nyangala, MCA
8. Hon. Emmaculate Musya, MCA
9. Hon. Wilson Ochola, MCA
10. Hon. Zulfa Hakim MCA
11. Hon. Rachel Kamweru, MCA
12. Hon. Petronilla Nafula, MCA
13. Hon. David Mberia, MCA
14. Hon. Millicent, M Mugadi MCA
15. Hon. Amina Mohammed, MCA
16. Hon. Diana Kapeen, MCA
17. Hon. Kennedy Ng'ondi, MCA

Mr. Speaker, Sir,

- 1.1.2 The Committee exercises its oversight role on the operations of the Department of Trade, Industrialization, Co-operative Development and Tourism. Further, in accordance with the Second Schedule of the Standing Orders, the Committee is mandated to cover subject areas relating to:-
- (i) Trade development and regulation including markets
 - (ii) Trade licenses(excluding regulation of professions)
 - (iii) Fair trading practices
 - (iv) Local tourism
 - (v) Cooperative societies
 - (vi) Electricity and gas reticulation and energy regulation
- 1.1.3 Following continued allegations made by the Market In-charges regarding corruption and mismanagement of funds in the department of trade and particularly the Market Sector, the Committee resolved to conduct an inquiry into the allegations. The Committee had been provided with the following evidence by the Market In-charges:
- i) The statements that were issued instead of receipts for rent payments in Shauri Moyo market and the 'adjustment' of the accounts.
 - ii) The rent arrears of Kenyatta Market toilet had accumulated to Kshs.619,000 as at 11 February, 2014 yet a notice had been issued by the Chief Revenue Officer to the Director of Markets to clear the previous arrears of Kshs.359,000
 - iii) Demotions letters of market staffs from the Social Services and Housing that had showed exemplary performance in revenue collection. The demotions were effected by the Acting Director of Markets in a Memo dated 6th November, 2013.
 - iv) Mr. Akongo had directed all Maasai markets to stop cess collection immediately after 20th December, 2013 until 1st February, 2014 indicating loss of revenue that was not accounted for.

1.1.4 The inquiry was intended to unravel the truth behind the allegations and make recommendations that will improve the performance of the sector and increase revenue collection. The Committee held a total of four meetings with the technical officers of the department and the County Executive Committee Member (CEC) responsible for Trade in which both oral and written submissions were presented. The Committee also held site visits to City, Kariokor and Kangemi markets in a bid to verify facts and collect data on the matter before retreating to Mombasa to write the final report.

1.1.5 This Report contains the presentations by the CEC, technical officers in the Department of Markets and the Committee findings during site visits to various markets within the County. Also included are the Committee's observations and recommendations.

Mr. Speaker, Sir;

1.1.6 On behalf of the Committee, I have the honour and pleasure to present the Committee's Report on the inquiry into alleged malpractices in the markets sector, department of Trade, Tourism and cooperatives, Nairobi City County.

May I take this opportunity to thank all Members of the Committee for their input and valuable contributions during the inquiry. I wish to also thank the Executive Committee Member, Trade, Industrialization, Cooperative Development and Tourism and officers of the department for their cooperation during the inquiry.

Thank You.

SIGNED



HON. PETER M. WARUTERE, MCA

(CHAIRPERSON)

DATE.....

15/5/14

2.0 INTRODUCTION

2.1. Following allegations by Market In-charges relating to corruption and malpractices in the Trade Sector, particularly the Market Department, the Committee resolved to conduct an inquiry into them. The matter had also been frequently raised by several Members on the floor of the House pursuant to Standing Order 41 (2) (c) requesting for statements from the Chairperson of the Committee.

Amongst the questions asked were:

- i) The criteria in use to transfer or demote staff in the markets and
- ii) The efforts being made to motivate workers who have shown exemplary performance in revenue collection.

2.2 The Committee resolved that the County Executive Committee Member for Trade, Industrialization, Cooperative Development and Tourism and specific market heads be invited to meetings of the Committee to ascertain the truth of the allegations (if any) and to enable the Committee come up with appropriate recommendations to revamp the Sector.

2.3 Officers who appeared before the Committee include;

- a) The Executive Committee Member for Trade, Tourism and Cooperatives;
- b) Acting Director of Markets;
- c) Senior Market Superintendent
- d) Four Market Inspectors
- e) Four Market In-charges

2.4 The Committee also held inspection site visits to the City, Kariokor, Kangemi and Migingo Markets within the County and received written submissions from the technical officers which was further scrutinized to ascertain their authenticity.

3.0 COMMITTEE FINDINGS

3.1 The Committee received both written submissions and oral presentations from the County Executive Member for Trade, Industrialization, Cooperative Development and Tourism, technical officers of the department (Market sector). It also held site visits to various markets:

3.2 Presentation by the Technical officers, Markets Sector

The following officers appeared before the committee on 5th March, 2014 and 10th March, 2014.

- i) Herick Mavyuva - Market Inspector II /Deputy In-charge Shauri Moyo market.
- ii) Patrick Makari - In charge Retail Market.
- iii) Rose Gathumbi - Market Inspector II/Deputy In-charge Wakulima market.
- iv) Crispin Otieno - Market Inspector III/ designate In-charge Kenyatta market.
- v) Carol Maina - Market Inspector I/ former In-charge City Park market
- vi) William Atuta - In-charge City market

- vii) Mable Nambengere Barasa – In-charge Gikomba (Maasai) market.

- viii) Lilian A. Ouma – In-charge City Park market

While briefing the Committee on challenges facing the Market Sector, the officers informed the Members of the following allegations;

- a) Market in charges who meet their targets and show exemplary performance in revenue collection were demoted on unjustifiable

grounds. Those demoted belonged to the Social Services Section as evidenced by the letter written by the Acting Director of Markets dated 6 November, 2013

- b) There was no rent collected at Kenyatta market. The rent arrears of Kenyatta toilet had accumulated to Kshs. 619,000 and there were no efforts by the Department of Markets to have the arrears repaid.
- c) There had been infighting for leadership amongst the stall owners of City Park market but currently orderliness had returned.
- d) The in-charges have been threatened and demoralized through short messages sent by some traders who do not want to remit tax to the County Government. This has compromised the amount of revenue collected and has continued to instill fear amongst the in-charges as the traders approach the Executive Member and advocate for their demotion in the pretext of incompetence.
- e) The revenue collectors had been elevated to be overall in charges and staffs belonging to the Social Services and Housing previously holding the same position demoted by Mr. Akongo to serve as deputy in-charges.
- f) Burma market experienced a lot of malpractices. On rent payments traders pay directly at the Tenants Purchase Scheme office (TPS) but a statement is issued instead of a receipt. Later on, the accounts read 'adjusted' meaning money was flashed off the system.
- g) Transfers were only done partially on cess markets with favoritism by the Acting Director of Markets.
- h) The markets operating on Saturdays and Sundays generate revenue that is never banked but rather goes to the pockets of individuals. The markets are:
 - Wakulima
 - City park
 - Muthurwa
 - Toi Market

- City market

For four weekends about Kshs. 464,000 got lost. The in-charge Maasai market was aware of what happened.

- i) In the months of December 2013 until January 2014, the Maasai markets which include Law Court, Capital Centre, Globe Cinema and Village markets failed to remit their revenue to the County Government. This was under the instruction of the Acting Director of Markets that the In-charges of those markets stop the cess collection until further notice.

3.3 Presentation by the Executive Committee Member

The C.E.C appeared before the Committee on Friday 28th March, 2014 and informed the Committee as follows;

1. Kangemi market had refused to remit rental revenue to the County Government yet an order had been issued in 2013 by the Department of Trade. Enforcement was to be done in January this year but it came to her knowledge that the Acting Director of Markets had sabotaged repossession of the market as he had leaked the information to the traders a day before the eviction date.
2. The Market policy, 2007 states that the land housing Kangemi market belongs to the County but has been allocated to individuals for business purposes. However, the County Government was awaiting the title deed from the National Land Commission. As a requirement, the title deed would enable the World Bank fast-track reconstruction of the market which is one of its projects.
3. There has been witnessed disrespect of market in charges by traders of Kariokor and Mwariro Markets. The poor drainage and the City Chicken and eggs section in Kariokor were in bad state. In the same market, receipt

- books for City market are issued by the Department of markets and traders given wrong licences with wrong licencing code.
4. The Acting Director of Markets had gone against the order of the Governor as he had ordered market in-charges to return receipt books to the Revenue Office. It was not established the motive behind the order to surrender the receipts.
 5. Mr. Robert Keriago, the Senior Market superintendent who stepped aside due to alleged misappropriation and misuse of office did not want the County to focus on Tenant Purchase Scheme (TPS) markets for unknown reasons.
 6. The list of all market in charges submitted to the C.E.C by Mr. Akongo as directed was not authentic as the purported reshuffling of the in charges was partially undertaken as some did not move.
 7. The demotions of the in charges were unethical and a Memo for reinstatement had been given to Mr. Akongo on 6th March, 2014
 8. City park market has been collecting a monthly cess of approximately Kshs.500, 000 but being a rental market too, it is supposed to generate an additional Kshs.1 Million as it has many stalls that are not utilized. The current monthly target was Kshs. 449,930.
 9. The Human resource department was ordered to provide a list of all employees in all markets, their current designations and duties. It had been seen that security officers and cleaners had become revenue collectors.
 10. Matters relating to transfers are not part of her mandate; however, she saw letters of transfers signed by Mr. Akongo who had lied to the Executive

Member that the Sectoral Committee on Trade, Tourism and Cooperatives had demanded reshuffling of market in-charges.

11. Outsourcing a company for the management of markets was to be undertaken discreetly but Mr. Akongo had leaked the information to traders at Maasai Law Court market that the market, whose new management was to be a pilot project, had been privatized. This caused chaos in the market because of disinformation.
12. There is enough evidence that a lot of improprieties have taken place in the markets with clear knowledge of Mr. Akongo. For instance, the directive to market in-charges at Maasai market to stop cessing till further notice.
13. There was going to be a major reshuffle of all employees of the department of Trade and the exercise was to commence in the following month of April.
14. The market in-charges had been managed by fear and intimidation by Mr. Akongo. This was seen from their expressions at the meeting that was called by Mr. Hari Mwahari, the Deputy Director of Markets. Their grievances on issues affecting them had been lengthy.
15. A lot of the markets are under targeted by Mr. Akongo and this has resulted in a discrepancy in revenue collected as there exists no clear targets. This had created avenue for loss of revenue.
16. Many staffs who came up as Market in-charges and who were appointed by Mr. Akongo were Revenue officers whereas employees from Social services and Housing became their deputies yet the latter had shown

exemplary performance in revenue collection while working as Market In charges.

17. Kariokor market currently collects Kshs. 328,000 with a target of Kshs.400,000. But approximately revenue from cess and rentals should amount to a Kshs. 411,000 monthly.
18. The monthly collection from Jogoo market is Kshs. 514, 000 and Mr. Akongo's target was Kshs. 388,400, an impression the target is surpassed. However, from the 461 stalls in the market, the actual monthly collection should be Kshs.787,000.
19. The Acting Director of Markets had indicated in his books that the stalls at Jogoo market stood at 461 and were of different categories. However, in actual sense, the stalls were 787 and all were rentals.
20. The Gikomba Market whose cess collection had been stopped by Mr. Akongo finally had the cess recollected through her intervention.
21. The targets of all markets provided by Mr. Akongo were erroneous and the corrections had been made and clearly marked by her.
22. Mr. Gregory Mwakanongo, the Executive Committee Member in charge of Finance had been asked to institute investigations on the TPS markets and Kenyatta market on the mismanagement and subsequent loss of revenue.
23. Old Ngara market has not been banking the revenue collected as the documented evidence shows the revenue from rent is zero.
24. The market Committees are in-cooperated at the National government level through the ministry of Culture and are mandated by the

administration of the District Commissioner, District Officers and Chiefs that fall under the office of the Deputy President.

The department had written a letter, signed by the Governor, to the DP's office requesting approval to terminate the involvement of the committees in management of markets. Were they to operate, the Committees would continue only as welfare associations.

25. Wakulima market will solely serve as a wholesale market and no retailing will be permitted as is currently witnessed.

26. There has been an overlap between the Departments of markets and Decentralization. The latter is not an enforcement unit but rather collects revenue from informal markets and there is likelihood such markets will be legitimized if they continue to collect revenue. However, the opinion of the Department of trade was to have decentralization tasked to push for services to the ground and not to collect revenue or issue licences without approval of the Department of Trade.

The decentralization department was collecting revenue past 5.00.p.m. and not the market in charges as previously alleged.

4.0 Presentation by the Acting Director of Markets and Senior Market Superintendent.

The Ag. Director of Markets together with the Senior Market superintendent appeared before the Committee on Thursday 17th and 22nd March, 2014 and informed the Committee as follows;

1. The Human Resource Department demoted the market in-charges for lack of proper qualifications.
2. The discrepancy in revenue collection emanates from inconsistencies in enforcement department.

4. One section of Kariokor rental market was sold to City Chicken and eggs Cooperative Society but this was contrary to the market policy regarding rental markets.
5. Ms. Rose Gathumbi had personal differences with Hon. Wilson Ochola, MCA and this had resulted to her demotion.
6. He had not received any letter or memo suggesting to him to reinstate the demoted market in-charges who had previously shown great performance in revenue collection.
7. There exist a total of 523 stalls at Jogoo Road market after block 'E' got burned.
8. He is given wrong information by the Market In-charges regarding revenue collected from the Markets.
9. The discrepancy in revenue collection emanates from inconsistencies in enforcement department.

The Senior Market Superintendent informed the Committee as follows;

1. The Market Committee at Kangemi was used as a political tool and was recognized by the defunct town clerks. This rendered the market in-charges ineffective in the collection of revenue.
2. The City treasury had been collecting cess from the market on behalf of the defunct City Council and documents had been produced purporting the market was on a private land.

5.0 Site visit to City Market

The Committee resolved to undertake a site visit to the City Market on Friday 13th September, 2013 to evaluate the position of the facility and make recommendations on the way forward.

5.2 Findings

The City Market was built in 1932 with 132 stalls. Currently the market has more than 3000 traders hence seriously congested.

a) Revenue Collection

The monthly revenue target is Ksh 960,000. However the revenue realized usually surpass the target with a greater percentage generated from sale of chicken.

b) Insecurity

The facility was intended to run for 24 hours, however due to insecurity, this had not been possible. The market therefore closes at 9.00 pm. The gates are also missing

c) Lack of Weighing Machine

The market lack weighing machine at the entrance leading to loss of revenue since the market officials collude with the traders to pocket proceeds. Carcass and fresh produce are not weighed leading to massive loss of revenue.

d) Cartels

There exist a cartel that extorts money from illegal traders operating along the corridors who pay an insignificant 50/= whereas stall owners pay Ksh 10,000/= monthly which is grossly unfair.

e) Pollution

The area behind the market had been turned into a dumpsite and had become a health hazard. It had also become a breeding ground for drug peddlers and thieves.

f) Land Grabbing

It was reported that titles to parcel No. 1855/1/2 initial grabbed had been reverted back to the defunct City Council of Nairobi. It was further reported that two toilets inside the market had been sold to individuals.

g) Cleanliness

There were only two cleaners in the market who could not adequately clean the expansive market.

5.3 Observations

5.4 Arising from the visit, the Committee observed the following;

a) De-Congestion

There is urgent need to remove illegal traders from the corridors of the market.

b) Revenue

The ways and means should be explored to improve revenue collection in the market and strict measures be put in place to seal loop holes exploited by revenue collectors and traders to defraud the County.

c) Insecurity

The security personnel should be deployed to the facility to enhance and improve security. The gates should also be fixed to prevent loss of property.

d) Weighing Machine

The County purchase and install weighing scales at the two entrance of the market to ensure that carcasses and other goods are weighed and appropriately charged to prevent revenue loss.

e) Toilet Issue

The circumstances under which the two toilets were grabbed and sold to individuals should be investigated.

f) Garbage Collection/Cleanliness

More cleaners should be deployed to the market to ensure that cleanliness is maintained in the market at all times

g) Repair

The County Engineer should be requested to facilitate the repair of dilapidated roofs, tiles and walkways.

h) Market committees should be disbanded for insubordination to the County Government.

i) Audit

Immediate arrangement should be made for a thorough audit of the market and the committee be furnished with a copy of the audit report.

- j) The hanging electric cables should be eliminated to avert firebreaks.

6.0 Site visit to Kariokor Market

- 6.1 The committee resolved to undertake a site visit to the Kariokor Market on Friday 7th February, 2014 to assess the status of the facility, find out issues emerging from the proposed project and make recommendations on the way forward.

The building housing Kariokor market was built in 1924. The informal stalls stand at 206. The businesses enterprises include Ciondo, Barter trade, Honey and Curio shops, sale of Chicken, Bookshops.

6.2 Findings

1. The project of replacement of sheds with box packs was initiated by the Executive Member for Trade, Industrialization, Cooperative Development and Tourism.
The box packs are metallic and designed as deckers to accommodate many traders at the bottom and top.
2. The traders had been politically incited to reject the project but few were in support of the proposed plan.

7.0 Site visit to Kangemi

- 7.1 The Committee held an inspection visit to Kangemi Market on Tuesday 4 March, 2014.

The Chairman in charge of Kangemi market informed the Committee as follows;

- a) The Kangemi market problem relating the ownership of land had existed for a long time because of misunderstandings between the operators and the defunct City Council.

- b) The defunct City council had been engaged several times to help improve the market but all had been in vain. Inside the market, many stalls are closed and these have made traders' merchandises such as tomatoes rot as no one is around to sell them.
- c) The defunct City Council was left with one section of the market collecting cess but in the inside part of the market, fees is charged by the market officials who in turn pay their own security officers and contract other services.
- d) The Kangemi Market traders were willing to cooperate with the County Government and pay its licenses on condition that the Department of Markets improved its services (lighting, cleanliness and drainage) to traders and also remove those traders operating from the outside of the market.
- e) The free marketplace outside Kangemi market had compromised seamless operations of the traders operating from the inside part; Traders as far as Kawangware and Githurai had proliferated Kangemi because of the free market that also provided ground for the defunct City Council to collect cess.
- f) The Kangemi market land belongs to the market officials but the buildings/structures are owned by the people working inside the market and who should also be sanctioned to pay licenses.
- g) The Kangemi Harambee market is private entity and no cess should be collected by the County Government.

8.0 COMMITTEE OBSERVATIONS

- 8.1 The Committee having received both oral presentations and written submissions together with firsthand information gathered from site visits to various markets, retreated to Sai Rock Hotel, Mombasa to analyze the evidence presented before it and the Committee's observations and

compile a report with its recommendations to be tabled to the County Assembly for adoption.

The Committee observed as follows;

1. The Ag. Director failed to redeploy Rose Gathumbi (05739) to her position as a market in-charge as suggested by the Executive Member for Trade through a Memo dated 6th March, 2014. Instead, Mr. Akongo demoted Rose (who had showed exemplary performance) to serve as Deputy in-charge at Wakulima market.
2. The Ag. Director did not follow up to correct the mistake at City park market that was using the receipt books belonging to City market.
3. The Ag. Director leaked the information to traders at Maasai market relating to the company that was to be subcontracted to collect revenue on behalf of the County. This is because chaos could not have arisen spontaneously at the market unless the traders were privy to the kind of the person accompanying the Ag. Director.
4. The agreement between the Company and the County government as presented by the Ag. Director was doubtful as the time the subcontracting was to be effected was unknown raising doubts on the authenticity of the agreement that was also unsigned. There also exists lack of coordination in the department of markets.
5. The Ag. Director is technically incompetent as he claims of being fed with wrong information on the ground but fails to follow up to ascertain the truth and facts for himself.
6. All the receipt books from all markets were surrendered on 12th February, 2014 as directed by the Ag. Director. The reason for this undertaking was

not established as it had also contravened a resolution of the meeting held on 23 April, 2013 where the Governor had directed that revenue collection be left for the market in-charges.

7. The cess collection at Maasai markets was stopped immediately after 20th December, 2013 and resumed on 1st February, 2014 through the direction of Mr. Akongo. This led to loss of revenue that was not accounted for.
8. The Department lacks a substantive Chief Officer while other officers are serving in acting capacities hence lack of efficiency in the provision of quality services.
9. That indeed there exists corruption within the market sector particularly during revenue collection. Some of the documents presented to the Committee were forged. For example, the rent statements of February 18, 2014 of house number 219 in Shauri Moyo Estate had several adjustments that are not accounted for.
10. As evidenced by the daily cess collection performance appraisal form, there exist disparities in the monthly collections that were undertaken by the revenue officers and the staffs from the Social Services and Housing Section. The latter consistently recorded huge returns unlike their counterparts from City treasury, a clear indication the County Government has been losing revenues.
11. The morale of the market in-charges is low due to alleged un-procedural demotion that did not receive C.E.C's approval.
12. A lot of power is wielded by market committees than the market in-charges influencing the operations of the markets with some forming cartels in the markets.

13. Trading at the markets is affected by conflicts between traders stationed inside the market and those situated outside the market.

9.0 RECOMMENDATIONS

9.1 The Committee having reviewed both the written and oral submissions by the County Executive Committee Member for Trade, Industrialization, Co-operative Development and Tourism, Market inspectorates and In-charges together with several market committees recommends that this Assembly resolves that:-

1. There should be immediate appointment of a substantive Chief Officer for the Department and officers serving in acting capacities vetted and confirmed in the positions or the positions advertised for competitive replacements. This will lead to efficiency and proper management of the department.
2. There is an urgent need for formulation and enactment of a Legislation to regulate the Market Sector. This should be fast-tracked by either the Assembly or the Executive introducing a Bill in the Assembly within the next two months. Meanwhile the Committee should introduce a motion in the House that would urge the Executive to take appropriate measures to streamline the management of the Market Sector.
3. That all officers of the department should be vetted/ investigated by relevant state agencies and those found guilty sacked. The Ethics and Anti-Corruption commission should be brought on board to assist the County Government.
4. That urgent investigations by EACC be instituted against Mr. Johnson A. Abwori, the Acting Director of Markets to determine his suitability to hold Public office.

5. A new Task Force should be created to set up clear market targets and enhance revenue collection.
6. The construction and upgrading of markets should commence immediately to improve service delivery and revamp the poor state of the markets and to this end adequate Budgetary allocations should be made in the FY 2014/2015 Budget;
7. Authentic and tamper proof receipts be generated by the Department of Trade so as to prevent use of wrong receipts for wrong markets and each market should have coded and serialized books for proper management of revenues collected.
8. An independent office being created by the Department should be completed to monitor all revenue collection from the markets.
9. In order to double check the right employees on the ground, an efficient and effective system to manage the databases in the Department should be installed to eliminate ghost workers who have increased the wage bill of the County Government.
10. There is need for development of clear and distinct clear mandates between the Departments of markets and decentralization. This will prevent unnecessary overlap and subsequent confusion in the market as traders do not understand the legitimate department to pay their tax to. The two departments should, therefore, jointly deliberate on the best ways to manage the situation.
11. The County Government take immediate steps to introduce electronic payment of County revenues. It should also explore the use of Kenya Revenue Authority (KRA) services for revenue collection in the interim as it initiates an e-payment system.

12. The County Government should identify and designate specific officers to be responsible for revenue collection in the markets. As such, staff of City Treasury should be discontinued from collecting revenue in the markets.
13. Market Committees should immediately be disbanded and Market in-charges left to manage the markets through clear supervision of daily collections and allocation of duties to subordinate staff in line with the set out regulations.
14. The department should regulate market opening times such that market officers should be available during revenue collection time to avoid loss or revenue from those traders who operate early in the morning and leave, particularly the food vendors. In the same breadth, security of market staffs should be guaranteed as occasionally they are harassed and even assaulted by defaulters.
15. All revenues collected during weekends particularly at Maasai Markets should be banked with bank agents who are open during weekends until such a time the County Government introduces e-payment.
16. The C.E.C for Trade should improve the services offered at the markets particularly sanitation, security, renovation and lighting.
17. The County Government should motivate market workers through increased allowances by way of introduction of overtime.
18. The renovation of Kariokor market that also attracts tourists should be speeded and the dilapidated sheds substituted with proposed metallic Box Packs so as to accommodate many traders and restore orderliness in the market.
19. Deployment of a permanent vehicle to each market to facilitate garbage collection should be fast tracked.
20. The Chief Valuer, Chief Officer, Roads Public Works and Transport need to urgently advice the department of markets on the status and feasibility of stalled construction of Migingo market , situated in Lucky Summer Ward.

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