

**GOVERNMENT OF NAIROBI CITY COUNTY**



**THE NAIROBI CITY COUNTY ASSEMBLY**

**OFFICE OF THE CLERK**

**SECOND ASSEMBLY  
(FIFTH SESSION)**

**NCCA/TJ/PL/2021(I)**

**15<sup>th</sup> June 2021**

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**PAPER LAID**

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Pursuant to Standing Order 191, I beg to lay the following Paper on the Table of the Assembly, today Tuesday 15<sup>th</sup> June, 2021:

— **THE REPORT OF THE SECTORAL COMMITTEE ON HEALTH SERVICES ON WORKSHOP HELD FROM 16<sup>TH</sup> TO 17<sup>TH</sup> OCTOBER 2020 AT PRIDEINN HOTEL, MOMBASA.**

**(Chairperson, Sectoral Committee on Health Services)**

Copies to:  
The Speaker  
The Clerk  
Hansard Editor  
Hansard Reporters  
The Press



NAIROBI CITY COUNTY



NAIROBI CITY COUNTY ASSEMBLY

SECOND ASSEMBLY - FIFTH SESSION

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REPORT OF THE SECTORAL COMMITTEE ON HEALTH SERVICES

ON

TRAINING WORKSHOP FOR MEMBERS

HELD AT PRIDE INN PARADISE INN HOTEL, MOMBASA COUNTY

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Clerks Chambers  
City Hall Buildings  
NAIROBI

JUNE, 2021

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## PREFACE

Hon. Speaker,

01. The Sectoral Committee on Health Services is established under Standing Order No. 203 (1).

Its mandate pursuant to Standing Order 203 (6) is to: -

- a) investigate, inquire into, and report on all matters relating to the mandate, management, activities, administration, operations and estimates of the assigned departments;
- b) study the programme and policy objectives of departments and the effectiveness of the implementation;
- c) study and review all county legislation referred to it;
- d) study, assess and analyze the relative success of the departments as measured by the results obtained as compared with its stated objectives;
- e) 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) vet and report on all appointments where the Constitution or any law requires the County Assembly to approve, except those under Standing Order 196(Committee on Appointments); and
- g) make reports and recommendations to the County Assembly as often as possible, including recommendation of proposed legislation.

02. Specifically, and in accordance with the Third Schedule of the Standing Orders, the Sectoral Committee on Health Services is mandated to consider all matters relating to: - *“health services, including, in particular County health facilities and pharmacies, ambulance services, promotion of primary health care, licensing and control of undertakings that sell food to the public, veterinary services (excluding regulation of the profession), cemeteries, funeral parlours and crematoria.”*



**Hon. Speaker,**

01. This Report contains the deliberations of the Health Services Committee on the training workshop to review the understanding of Members knowledge on foreign affairs and diplomatic etiquette and protocol for legislatures which is increasingly becoming an area of high-demand.

The Committee comprises the following members:

1. **Hon. Peter Warutere, MCA** - Chairperson
2. **Hon. Anita Thumbi, MCA** - Vice Chairperson
3. Hon. Beatrice Gakuru, MCA
4. Hon. Julius Maina, MCA
5. Hon. Chege Mwaura, MCA
6. Hon. June Ndegwa, MCA
7. Hon. Charles Thuo, MCA
8. Hon. Silvia Museiya, MCA
9. Hon. John Mukiri Ng'ang'a, MCA
10. Hon. Naftaly Mathenge, MCA
11. Hon. Samora Mwaura, MCA
12. Hon. Nancy Muthami, MCA
13. Hon. Naftali Ogola, MCA
14. Hon. Moses Ogeto, MCA
15. Hon. Jairus Omayya, MCA
16. Hon. Patrick Longendi, MCA
17. Hon. Stazo Omung'ala, MCA
18. Hon. Nimo Hajji, MCA
19. Hon. Maurice Gari, MCA
20. Hon. Emily Odenje Oduor, MCA
21. Hon. Maurice Ochieng', MCA
22. Hon. Paul Shilaho, MCA

- 23. Hon. Alvin Palapala, MCA
- 24. Hon. Catherine Okoth, MCA
- 25. Hon. David Mbithi, MCA

#### Secretariat

02. The Committee Secretariat comprised of the following officers: -

- i) Mr. Wilfred Manyi (Senior Clerk Assistant)
- ii) Ms. Mercy Senewa (Clerk Assistant)
- iii) Ms. Faith Wanjiru (Office Assistant)

#### **Hon. Speaker,**

The Committee Members attended the training workshop at Pride Inn Paradise in Mombasa County to be trained on thematic areas as follows: -

- 
- a) Parliamentary (Assembly) Etiquette;
  - b) Global Protocol Regulations, for communication between Legislative Assemblies on the International level.
  - c) Knowledge of the rules and practices of gentle behavior on Legislation, Oversight and Representation
  - d) The best practices for communication with fellow Members, good reception;
  - e) Development and enhancement of the skills and abilities of Assembly Members

The workshop proceeded in various programme sessions that combined various methodology as follows:-

- Slides
- Lectures
- Discussion
- Role playing
- Group Exercise
- Brainstorming

— Demonstration

In addition, at the end of each session a plenary was held where Members reacted to the presentations by way of questions and general comments.

Hon. Speaker,

The Committee is grateful to the Offices of the Speaker and the Clerk of the County Assembly for facilitating the workshop. The Committee also extends its appreciation to the secretariat who have remained supportive to Committee work.

It is now my honor, on behalf of the Committee to present and recommend this report to the County Assembly.

SIGN.....

DATE.....

 3/5/2021  
**Hon. Peter M. Muriithi, MCA - Chairperson**



# REPORT OF THE PROCEEDINGS OF THE TRAINING WORKSHOP FOR THE MEMBERS OF HEALTH SERVICES COMMITTEE HELD ON 16<sup>TH</sup> - 17<sup>TH</sup> OCTOBER, 2020 AT PRIDE INN PARADISE HOTEL, MOMBASA COUNTY

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## INTRODUCTION

1. The training workshop was held in order enable Members review the understanding of knowledge in foreign affairs and proper protocol which is increasing becoming an area of high-demand in legislatures.
  - The area of diplomatic etiquette and protocol for legislatures could be intimidating and difficult to grasp without specialized background knowledge and experience.
  - The training was designed to sharpen the Hon. Members diplomatic skills and to empower them to embrace multi-cultural communication competence which calls for an in-depth understanding of the various layers of protocol and etiquette.
- 

## PROCEEDINGS OF THE WORKSHOP

2. Several presentations were made by Lynette Otwor, a facilitator from the Kenya School of Government and the thematic areas were discussed per session as follows: -

### SESSION 1: OFFICIAL OPENING

- The Chairperson officially opened the workshop and stated the importance for the Hon. Members to be trained on the areas of diplomatic etiquette and protocol in order to sharpen the Members diplomatic skills and to empower them to embrace multi-cultural communication competence especially on international study visits.
- It was reiterated that, specifically, the workshop was to address the following: -
  - a) Parliamentary (Assembly) Etiquette;

- b) Global Protocol Regulations, for communication between Legislative Assemblies on the International level
- c) Knowledge of the rules and practices of gentle behavior on Legislation, Oversight and Representation
- d) The best practices for communication with fellow Members, good reception;
- e) Development and enhancement of the skills and abilities of Assembly Members; and,
- f) Any other related issue on professional etiquette, Protocol & Diplomacy

## **SESSION 2: PROTOCOL**

*Session Chair: - Hon. Maurice Gari, MCA.*

Presenter: Ms Lynette Otworì

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The facilitator commenced with introduction and submitted that:-

- The term ‘protocol’ comes from the Greek words Proto\_kollen meaning ‘first glue’
- Protocol was the glue which holds official life in our society together
- Protocol is the official form of procedure used in the affairs of an legislature, state and diplomatic Relations”
- It is the observance of rank and precedence in social interaction.
- Whether local, national or international, proper protocol was vital in assuring that relations between the officials of organizations and governments are conducted with minimum friction and maximum efficiency
- The rules and processes of protocol are based on pragmatic thinking, common sense and good manners
- In any society, organizations included, people are ranked in order of their importance based on their status and position. This order is known as the Order of Precedence which establishes the pecking order
- To avoid embarrassment, it is desirable to adhere to the order at any State function and House business forums

## **DIPLOMATIC PROTOCOL**

The facilitator stated that Diplomatic Protocol:-

- Represented the recognized and generally accepted system of international courtesy.
  - It is called diplomatic etiquette.
  - Protocol has existed for thousands of years and strict rules have evolved in different societies regulating proper conduct in terms of who will sit where, when will you bow, how do you address your superiors, order of procession and dress code
  - No matter how one brilliant may be, their social grace may make or break the first impression
  - With the global economy, legislators and government officers must familiarize themselves with protocol of other countries in order to become good business partners
- 

## **Sitting Arrangement**

On the sitting arrangement, the Members learned that:-

- Where Possible, Leader of the host delegation faces the entrance
- Leader of the visiting delegation sits on the right of the host delegation leader
- Members of each delegation are placed on their delegation leader's side of the table
- Arrangement according to nature of delegation

## **ETIQUETTE**

*Session Chair: - Hon. John Mukiri, MCA.*

Presenter: Ms Lynette Otworu



The Committee was informed that:-

- A set of rules that govern the expectations of social behavior in a workplace, group or society
  - Etiquette and Decorum are visible signs that one is a polished and knowledgeable professional
  - Displaying manners in a work environment is an act of kindness and respect to your workmates
  - Guidelines which control the way a responsible individual should behave amongst others or in a society
  - It has to do with good manners, making others feel comfortable in social situations, following rules of proper behavior.
  - It can vary widely between different cultures and nations
- 
- Etiquette entails Courtesy words, punctuality, respect for work and deadlines, respect for others, don't pocket in good company, don't chew gum in good company, no littering, no gossiping, no staring, no spitting, no nose picking and no unpleasant sounds

### **Virtual Meeting Etiquette**

- With the COVID19 Pandemic, there was need for the Committee to familiarize itself with online platforms such as Zoom which is open/openly used/security (free version), Google Meet which requires a corporate account, Webex, Teams, Skype and Webinar
- During Zoom meetings, ensure microphone/video is working, check your background -muted/not muted, be visible to your audience, look into the camera, back up, check non-verbal communication, screen sharing, be on the same page with audience, use appropriate user name

### **Dressing Etiquette**

- This refers to the way we communicate with our clothing and dress.

- Dressing elegant has much to do with dressing appropriately for the occasion.
  - According to Genevieve Antoine Dariaux "To be elegant is first of all to know oneself, and to know oneself well requires a certain amount of reflection and intelligence."
  - Professional wardrobe for men should entail suit, shirt, tie, broken suit, kanzu, short/long sleeved shirt, checked shirt, right belt, socks and labels
  - Professional wardrobe for women should have skirt/trouser suit, blouse or dress, hijab; bui bui, jewelry observing rule of 5, hand bag and business cards
  - Correct fitting for men require that shoulder pads should end with the shoulders, around half an inch of shirt calf should be visible, while standing socks should be covered and have comfortable waist of trousers
  - On accessories men should invest in quality watches and wallets and ties that are conservative which should hit belt. Also need to invest in high quality, preferably lace-up shoes
- 

## CONCLUSION

The sincerity with which one approaches every protocol and etiquette matter overrides any so called breach in protocol and etiquette. These guidelines are therefore an effort to inform the individual members of the County Assembly on the broad parameters of protocol and etiquette as is practiced internationally. As such, Hon. Members need to embrace the ever changing environment in matters protocol and etiquette even as they execute the core mandates of Oversight, Legislation and Representation.

XXXXXXXXXXXXXXXXXXXXXXXXXENDSXXXXXXXXXXXXXXXXXXXXXXXXX





MINUTES OF THE 14<sup>TH</sup> MEETING OF THE NAIROBI CITY COUNTY ASSEMBLY  
COMMITTEE ON HEALTH SERVICES HELD ON WEDNESDAY 5<sup>TH</sup> MAY, 2021  
THROUGH VIDEO TELECONFERENCING AT 10.30 AM

PRESENT

1. Hon. Peter Warutere, MCA -Chairperson
2. Hon. Moses Ogeto, MCA
3. Hon. Stazo Omung'ala, MCA
4. Hon. Beatrice Gakuru, MCA
5. Hon. Jairus Omayo, MCA
6. Hon. Alvin Palapala, MCA
7. Hon. Julius Maina, MCA
8. Hon. Maurice Gari, MCA
9. Hon. Patrick Longendi, MCA
10. Hon. David Mbithi, MCA
11. Hon. Nancy Muthami, MCA
12. Hon. Nimo Hajji, MCA
13. Hon. Naftaly Mathenge, MCA

ABSENT WITH APOLOGIES

1. Hon. Paul Shilaho, MCA
2. Hon. Maurice Ochieng', MCA
3. Hon. Charles Thuo, MCA
4. Hon. John Mukiri Ng'ang'a, MCA
5. Hon. Emily Oduor, MCA
6. Hon. Chege Mwaura, MCA
7. Hon. Naftali Ogola, MCA
8. Hon. June Ndegwa, MCA
9. Hon. Catherine Okoth, MCA
10. Hon. Samora Mwaura, MCA

SECRETARIAT -

Mr. Wifred Manyi -

COUNTY ASSEMBLY

Senior Clerk Assistant

MIN No. 60/HSC/MAY/2021 - PRELIMINARIES

The meeting was called to order at 10.30am and commenced by Word of Prayer said by the Chairperson, Hon. Peter Warutere, MCA

MIN No. 61/HSC/MAY/2021- ADOPTION OF THE AGENDA

The agenda of the meeting was adopted having been proposed by Hon. Moses Ogeto, MCA and seconded by Hon. Nimo Hajji, MCA as follows: -

- 1) *Prayer*
- 2) *Consideration for adoption of Committee Retreat Report*
- 3) *Any Other Business*
- 4) *Adjournment*

## MIN No. 62/HSC/MAY/2021– COMMITTEE REPORT

The Hon. Chairperson took Members through the report and briefly stated that the training workshop was to enable the Committee gain knowledge on among other things:-

- Parliamentary (Assembly) Etiquette and dressing etiquette;
- Global Protocol Regulations, for communication between Legislative Assemblies on the International level;
- Knowledge of the rules and practices of gentle behavior on Legislation, Oversight and Representation;
- The best practices for communication with fellow Members, good reception;
- Development and enhancement of the skills and abilities of Assembly Members; and,
- Conduct of virtual meetings

The report was unanimously adopted having been Proposed Hon. Maurice Gari, MCA and Seconded by Hon. Moses Ogeto, MCA

## MIN No. 63/HSC/MAY/2021– ANY OTHER BUSINESS & ADJOURNMENT

- The Chair informed Members that the Liaison Committee was planning to hold a meeting to develop a schedule for quarterly training workshops for Members of Sectoral and Select Committees.
- There being no any other business, the meeting was adjourned at Ten Minutes to Eleven O'clock. The next virtual meeting was to be held on Thursday 6<sup>th</sup> May, 2021 at 10.00am

CONFIRMED AS TRUE COPY OF THE PROCEEDINGS.

SIGN ..... DATE.....

CHAIRPERSON

SIGN ..... DATE.....

SECRETARIAT