



THE NAIROBI CITY COUNTY ASSEMBLY

THIRD ASSEMBLY

(THIRD SESSION)

Response due
in 2
weeks
of

PLA 29/10/2024

~~17/10/2024~~
17/10/2024

REQUEST FOR STATEMENTS

Subject: Delay in processing of Payments by Nairobi Pay System

Hon. Speaker,

Pursuant to Standing Order 47(2) (c), I wish to request for a Statement from the Chairperson of the Sectoral Committee on Energy and ICT regarding the delay in processing of payment receipts by the Nairobi Pay System.

Hon. Speaker, the County Executive has been facing significant challenges in its payment platform, the Nairobi Pay System, which has allegedly not been functioning for the last six months. This failure has led to various disruptions and losses, such as clamping of vehicles by the parking attendants despite payments having been made, tenants in County houses and business owners who sought business permits have faced challenges and as a result have had to make multiple payments due to non- response by the System.

Hon. Speaker, as a result of this inconveniences some of the County clients have been fined and penalized for alleged failure to make the necessary payments.

Hon. Speaker, in the Statement, the Chairperson should inquire into and report on: -

- i. The reasons for failure in processing of revenue receipts by the Nairobi Pay System for last the six months;
- ii. Measures the County Executive is taking to compensate the affected clients, such as business owners, tenants in the County houses and vehicle owners who paid fines and penalties as a result of the systems failure; and
- iii. Measures the County Executive is taking to ensure that system is restored as soon as possible to avert the inconveniences experienced by the clients and customers.

Hon. Patrick Macharia, MCA
MARINGO/ HAMZA WARD
NAIROBI CITY COUNTY ASSEMBLY

16/10/2024