

THE

**BUNGOMA**



**LEGISLATOR**

BIWEEKLY PUBLICATION

**DIGITAL**  
8TH EDITION

JANUARY 1ST 2025-JANUARY 31ST 2025



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# County Assembly Conducts Management Review Following Internal Quality Audit

By Rosemary Wachiye

The County Assembly leadership convened on 15th of January, 2025 for the management review meeting, focusing on the findings of a recently completed Quality Management System (QMS) internal audit. The comprehensive review, chaired by the Clerk of the County Assembly Mr. Charles Wafula was attended by County Assembly Speaker Hon. Emmanuel Situma and Members of the County Assembly Service Board, brought together Heads of department and a team of secretariat to assess the institution's compliance with ISO 9001:2015 standards.

During the session, Internal Audit team leader who is the Deputy Management Representative Mr. Alfred Makokha presented findings that highlighted both strengths and areas requiring improvement

in the County Assembly's operations. The County Assembly was awarded 64% following a thorough initial internal audit process. He stated the commitment to quality management as he called upon process owners to ensure the identified gaps in the system are addressed.

**Key decisions from the meeting include:**

- Enhanced staff capacity building program focusing on quality management principles
- Strengthening of the customer feedback handling mechanism.

The Clerk of the Assembly, Mr. Charles Wafula, emphasized the institution's dedication to continuous improvement which he likened to Gemba Kaizen. "These audit findings provide valuable insights



County Assembly Service Board members during the QMS Audit

that will help us enhance our service delivery to the public," he remarked.

The Assembly's Quality Management Representative, Mr. Abraham Simiyu, reported that corrective actions for the identified non-conformities and all pending issues raised in the audit and the management review report would be implemented within 14 days, with a follow-up audit scheduled for next month to verify effectiveness.

The QMS Consultant Mr. Moses Nyongesa called upon the process owners to focus on system implementation procedures. A pre-verification audit was scheduled for 24th February, 2025.

County Assembly Speaker Hon Emmanuel Situma called on Departmental heads to hold departmental meetings to address

issues raised in the audit report as he emphasized the need for teamwork for effective service delivery. He added that attaining ISO certification would be beneficial to the entire County Assembly establishment.

The management review meeting concluded with the Board members Ms. Jessica Mayabi, Dr. Anthony Mabele, Hon. Ali Machani and Hon Joseph Nyongesa calling for fast tracking the QMS process to completion. They all expressed their full support towards the process of ISO certification.

The Assembly aims to achieve full ISO certification by March this year, demonstrating its commitment to excellence in legislative services. The next management review meeting will aim at checking on the progress on the implemented corrective actions.



A section of County Assembly staff during the QMS Audit

# Bungoma County Assembly Staff Sensitized On Medical Insurance Cover

By Erick Ngobilo



*Representatives from Star Discover Insurance sensitize Hon. Members and staff on medical insurance cover*

The County Assembly of Bungoma held a sensitization workshop to enlighten its members and staff on the medical insurance cover provided by Star Discover Insurance Company. The session, which took place on January 27, highlighted the key details of the health insurance package, which is set to run until October this year.

In his opening remarks, the Speaker of the County Assembly emphasized the importance of accuracy when providing information for registration. He cautioned members against submitting false details, particularly regarding dependents, as this could compromise the delivery of medical services. Addressing the service provider directly, the Speaker raised concerns over unnecessary require-

ments and approval procedures that have frustrated members seeking medical care. He called for a streamlined process to ensure members can access medical services without undue challenges.

The Deputy Clerk in charge of Administration, Ms. Joselyne Situma, urged participants to engage actively during the workshop by asking questions and seeking clarifications. She emphasized that understanding the details of the medical cover was crucial for members to maximize its benefits and ensure a smooth experience when accessing healthcare.

Star Discover Insurance Company was represented by Mr. James Njuguna, the Liaison and Service Management Officer, who assured

the Assembly team that their concerns would be addressed. During his presentation, he provided a detailed overview of the company's background, the registration process for new members and dependents, the available benefits, and the steps for claim processing. He encouraged members to complete the necessary forms and update the list of their dependents to ensure seamless access to services.

Members raised various concerns regarding the medical cover, including the imposition of service limits, which often forces them to return to health facilities the following day for medication after consultations and tests. They also expressed dissatisfaction with the low limits on outpatient and optical services, which they argued

hinder their ability to receive adequate care. Furthermore, members called for the onboarding of additional health facilities closer to their residences to reduce the burden of traveling long distances for medical services.

In response, Mr. Njuguna pledged to consider the feedback and address the highlighted challenges to enhance service provision. The workshop marked an important step toward ensuring that the County Assembly fraternity has access to quality healthcare under the current insurance scheme while fostering a collaborative relationship between the members and the service provider.

# County Assembly Staff Sensitized On Quality Management System And Safety

By Erick Ngobilo

**B**UNGOMA – Staff of the County Assembly of Bungoma on January 23, 2025 participated in a comprehensive sensitization session on the Quality Management System (QMS), Risk Management, Customer Feedback, and Occupational Safety and Health (OSH).

Held at the Paskari Nabwan Hall, the session was spearheaded by key facilitators from amongst staff, including Ms. Julia Lunani, Senior Accounts Controller and Office of the Management Representative; Ms. Stella Wanjala, Risk Focal Person; Mr. Elvis Werunga, Principal Administrative Officer; and Ms.



*A section of staff during sensitization on Quality Management, Workplace Safety and Risk Management System*

Rosemary Wachiye, Public Communications Officer.

The focus of the Customer Feedback segment was on enhancing service quality and accountability across various County Assembly departments. Stakeholders were encouraged to provide feedback—whether complaints, com-

pliments, or suggestions—to help identify areas for improvement. Ms. Wachiye urged staff to uphold high service standards and adhere to strict timeliness, emphasizing that all feedback will be regularly reviewed to improve operational efficiency and ensure stakeholder satisfaction.

On the topic of Occupational Safety and Health, Mr. Werunga underscored the importance of creating a safe and hazard-free work environment. He called for close collaboration with his office and the OSHA Committee to identify, document, and address risks that could compromise the safety of employees. "All hazards

must be proactively managed to ensure a secure and conducive workplace," he emphasized.

During the QMS session, Ms. Lunani outlined the core principles of the Quality Management System, describing it as a structured process of planning, doing, checking, and acting. She empha-

sized the importance of adhering to QMS protocols during the pre-certification phase, noting that QMS not only standardizes processes but also provides evidence of effective service delivery.

Ms. Wanjala highlighted the critical role of Risk Management in safeguarding the County Assembly's operations. She warned of potential risks that, if not properly mitigated, could disrupt the institution's functionality. She urged departments to work closely with the Risk Management Committee to identify and address risks, ensuring resilience and sustainability.

Closing the session, Mr. Abraham Simiyu, Principal Human Resource Officer and the Management Representative for QMS, reaffirmed the County Assembly's commitment to achieving ISO certification. "Our goal is to deliver excellence in service delivery," he stated. He called on staff to diligently fill out daily workbooks, comply with established procedures and policies, and actively contribute to the QMS processes.

The sensitization marks a significant step toward embedding a culture of quality, accountability, and safety within the County Assembly. As the institution works toward ISO certification, the emphasis on risk management, customer feedback, and occupational safety sets the stage for improved service delivery and operational excellence.



*Staff undergo sensitization on Quality Management, Safety and Risk Management System*

## Committee On Lands Concludes Vetting Of Kimilili And Bungoma Municipality Board Nominees

**By Erick Ngobilo | Rosemary Wachiye**

The County Assembly of Bungoma's Committee on Lands, Urban, Physical Planning, and Housing has successfully concluded the vetting process for nominees seeking appointment to the Kimilili

and Bungoma Municipality Boards. The rigorous sessions, aimed at evaluating the suitability of the nominees, took place under the chairmanship of Kaptama Ward MCA Hon. Francis Chemion, assisted by Hon. Johnstone Ipara as

Deputy Chair.

### Kimilili Municipality Board Vetting

The five nominees vetted for the Kimilili Municipality Board included Wafula Barasa Dennis, Samson Sichangi Wanyonyi, Ziprine Nasike

Wamalwa, Abigael Nekesa Wafula, and Caroline Khasoa. Each nominee underwent thorough scrutiny on their academic qualifications, professional experience, and grasp of municipal governance.

The committee assessed the nominees' understanding of the legal framework guiding municipality boards, their roles, and responsibilities. Key areas of concern included compliance with Chapter Six of the Constitution on leadership and integrity, personal financial disclosures, and past community service records.

During the vetting, discrepancies arose regarding the nominees' declared net worth, with some under-declaring their assets while others reported higher figures than expected. The committee pressed for explanations to ensure transparency and accountability.

Another major focus was the potential for conflicts of interest, given that many nominees are deeply rooted in the local community. The panel sought commitments from the candidates on how they would manage such conflicts while executing their duties impartially.

Some nominees displayed limited knowledge of the operational structure and legal provisions governing municipality boards, raising concerns about their readiness for the roles. However, others demonstrated a strong commitment to service. Notably, Ms. Caroline Khasoa, who is seeking reappointment, advocated for regular consultative meetings between municipal boards and MCAs, revealing that discussions with a donor were underway to support such engagements.

#### Bungoma Municipality Board Vetting

On the previous day, the committee also vetted nominees for the Bungoma Municipality Board. The first candidate to appear was Mr. Paul Kamala, who pledged dedication to community service if appointed. He emphasized the importance of structured urban development and efficient service delivery.

Renowned businessman Mr. Job



nominees being sworn in ahead of vetting



County Assembly committee on Urban and Physical Planning vets Municipality board nominees for Bungoma and Kimilili

Wekesa Munyasia, the second nominee, outlined his plans for Bungoma Town, including waste management strategies, law enforcement enhancement, and fostering public participation in municipal matters.

Mr. Ben Ndichu Karuga, a former political figure, was questioned on his ability to remain impartial. He assured the committee of his commitment to public service and proposed leveraging his private-sector expertise to foster Public-Private Partnerships within the municipality.

Ms. Wilkister Wafula was evaluated based on her qualifications and work experience. She disclosed that she had been self-employed since completing her studies, venturing into business due to a

lack of formal employment opportunities.

The final nominee, Dr. Dorcas Katiombo, a lecturer at Kibabii Diploma Teachers' College, vowed to utilize her expertise to attract donor funding for municipal projects.

With the vetting process concluded, the committee will now retreat to compile a comprehensive report detailing its findings and recommendations. This report will be tabled before the County Assembly for deliberation, after which the nominees will either be approved or rejected. If endorsed, the appointees will be sworn into office to commence their duties in enhancing service delivery within their respective municipalities.

# Kenya Marks Data Privacy Day

By Rosemary Wachiye

**D**ata Privacy Day, celebrated on January 28, commemorates the signing of Convention 108, the only international convention on data protection, 41 years ago. Celebrating Data Privacy Day in Kenya is a proactive step towards building a privacy-conscious society, promoting responsible data handling practices, and fostering a thriving digital ecosystem.

Data Protection Act No. 24 of 2019 (DPA) sets out rules and standards for using and handling personal data. This is based on principles, rights, and accountability obligations. Private and public organizations such as the County Assembly of Bungoma are subject to the application of this law. Journalists, media houses, public relations and media practitioners are all subject to data protection principles, including lawfulness, fairness, transparency, purpose and data minimization, accuracy, storage limitation, integrity,

confidentiality, and accountability.

Data Protection Act regulates the processing of personal data in Kenya. It creates the office of the Data Protection Commissioner (ODPC) and supports the constitutional right to privacy in Article 31. It applies to both government and private actors who collect, process and store personal data. However, Sections 51 and 52 of the Data Protection Act exempts journalists from certain rigours imposed upon data processors, particularly when handling personal information in the public interest. Under the Act, the ODPC is mandated to develop guidelines on data protection for journalists. Nevertheless, media houses and freelance journalists must comply with data protection principles and rigors of being data pr

cessors as per the DPA.

The theme for this year's event "Safeguarding Personal Data to Spur Digital Transformation and Economic Development" highlights the crucial role of data privacy in enabling sustainable growth in the digital age. By protecting personal data, organizations can build trust, drive innovation, and create secure digital ecosystems. This ensures compliance with data protection standards while fostering confidence in digital services, encouraging investment, and accelerating economic development. The theme underscores the importance of balancing privacy with technological advancement to unlock the full potential of the digital economy while safeguarding individual rights.

Data security and access to information are increasingly assuming a very critical place in political, economic and social governance.

With most transactions shifting to the online space, whether banking, shopping or defraying for expenses. This therefore means that there is increasing need to ensure protection of personal data as collected by either the State or private entities. The adoption of the General Data Protection Regulation (GDPR) by the European Union signaled a new era in data protection. Samali (2024) states that "data privacy and protection are crucial for safeguarding individuals' personal information and ensuring their privacy rights is upheld. In an era where data breaches and cyber threats are prevalent, robust legal frameworks are essential to protect consumers and maintain trust in digital services."

The Data Protection Act of Kenya mandates that data controllers and processors obtain explicit consent from individuals before collecting their personal data. It also requires transparency in data collection practices, ensuring individuals are informed about the purpose of data collection and their rights. Therefore, participants in various events must consent to the use of their private information to process documentation for official use by institutions.



**28<sup>th</sup> Jan**  
When Data Privacy Day is Commemorated





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