

Civil servants go to work late, says report

ELGEYO MARAKWET COUNTY

By FRED KIBOR

An assessment from the Office of the Ombudsman has indicated that most civil servants in the county report to work late while others make technical appearance before disappearing, thus compromising service delivery.

A spot check conducted in Elgeyo Marakwet also indicated that complaints and suggestion boxes were not regularly opened, hence there is no feedback to residents' queries. Ombudsman officials visited the Ministry of Lands, Ministry of Agriculture, Iten County Referral Hospital, Iten Police Station, Tambach GK Prison, the Judiciary and National Environmental Management Authority offices last week and carried out the assessment incognito. "At the Ministry of Lands, the officials found the staff cleaning the office as late as 10.30am, with residents already queuing waiting to be served. Officers report to work late while others abscond duty and residents are complaining that to get a title deed, one was forced to wait for years," indicated the report. The script was similar at the county referral hospital, where patients complained that the medics reported to work late.

"The only problem we experience here is doctors reporting to work late, keeping patients in the bays for long, but services are okay and drugs are enough," said the report.

In Tambach GK Prison, over-

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crowded and dirty cells, deplorable housing conditions of wardens and lack of policy on transfers and promotion of officers were among the spot check findings.

The assessment criteria was based on courtesy, service charter display, timeliness, complaints handling, systems-complaints register, suggestion boxes, service quality perception and customer perception, accessibility and signage.

The Ombudsman officials observed that though there are well displayed service charters at the institutions visited except at the Judiciary, there is no redress mechanism and most of the civil servants come to the office late and others show up and leave.

The officials however, said all offices are accessible and user friendly, since most of them are situated on the ground floor. They also had proper signage, which was easily located.

The Commission on Administrative Justice, which was conducting the spot checks to assess service delivery standards and resolution of complaints by public institutions recommended that there should be an established and clear display of service charters with redress mechanism.

Also, officers handling complaints should be trained to enhance resolution of grievances as well as maintain accurate retrievable records on complaints like registers. They also recommended adequate allocation of resources to the complaints handling unit.

The outcome of the spot check was meant to elicit discussions during the county visit and provide solutions to future courses of action as well as serve as a measure of compliance to the state's performance contracting guidelines and the commissions' guidelines.

Livestock clinic



Narok Governor Samuel Tunai (in green overalls) prepares to immunise a sheep at Naroosura during a clinic for livestock farmers. The exercise was sponsored by Kenya Commercial Bank, the county government and University of Nairobi. KCB Narok Branch Manager David Loolpapi (in a cap) and Woman Representative Soipan Kudate also attended. [Photo:CHARLES NGENO/STANDARD]

NAKURU COUNTY

18m Kenyans have no access to clean water

By ANTONY GITONGA

Close to 18 million Kenyans are consuming water whose source is not considered safe, the Water and Irrigation ministry has said.

Despite the high number, the sector has experienced immense growth with access to safe drinking water rising from 51.1 per cent in 2012-2013 to 56 per cent in 2014-15.

This emerged at the ongoing three-day workshop for water State corporations at Simba Lodge in Naivasha. Water and Irrigation Cabinet Secretary Eugene Wamalwa said the task of providing safe water was much heavier compared to when Kenya got her independence when there were about six million Kenyans.

"At the moment 17.6 million Kenyans are using water whose sources are considered unsafe and there is urgent need to address this," he said.

He noted that water coverage in urban areas was 65 per cent, whereas in rural areas, it was 49 per cent, with the sewerage coverage in urban areas being 22 per cent and zero per cent in rural set ups.

Mr Wamalwa said the sector has developed manuals, standards and guidelines in order to address these problems. He called on institutions involved in data collection and analysis to ensure data submitted to the Water Regulation Information System was adequate and reliable so that it could be used in making informed decisions.

He called upon the Water Resources Management Authority (WRMA) to enhance its data network by installing state-of-the-art monitoring equipment. Wamalwa said realisation of universal access to water was still a challenge, considering that at present, the national water coverage stands at 56 per cent.

He, however, said he sector experienced a decline in approved budget due to devolution and poor absorption of funds. Wamalwa said the financing gap was still very wide and should be bridged through innovative ways of funding including public, private partnerships.



LAKE VICTORIA SOUTH WATER SERVICES BOARD

P.O Box 3325 - 40100, Lavictors House, off ring road Milimani, Kisumu

Tel. 2025128, Fax 057- 2025127

INVITATION TO TENDER

Lake Victoria South Water Services Board (LVSWSB) invites tenders from interested bidders for Provision of the following:

| S/ No | TENDER NO. | DESCRIPTION | COUNTY | TENDER SECURITY (Ksh) | REGISTRATION REQUIREMENT | CATEGORY |
|-------|--------------------|------------------------------------------------------------------------|--------|-----------------------|--------------------------------------------------|----------|
| 1. | LVSWSB/T/4/2015-16 | Construction of Koga Pan and Associated work in Alego Constituency. | Siaya | 80,000 | NCA 7 and Ministry of Water & Irrigation Class D | Open |
| 2. | LVSWSB/T/5/2015-16 | Construction of Nyawere Dam and Associated work in Alego Constituency. | Siaya | 80,000 | NCA 7 and Ministry of Water & Irrigation Class D | Open |
| 3. | LVSWSB/T/6/2015-16 | Construction of Rabuor Dam and Associated work in Alego Constituency. | Siaya | 80,000 | NCA 7 and Ministry of Water & Irrigation Class D | Open |
| 4. | LVSWSB/T/7/2015-16 | Construction of Kisumu Rural Water Supply and Rehabilitation Project | Kisumu | 160,000 | NCA 7 and Ministry of Water & Irrigation Class C | Open |

The minimum eligibility requirement will comprise of the following:

- Bid security of the amount specified above in form of a Bid bond from a reputable bank or from an insurance company registered by IRA and approved by PPOA
- Proof of similar work of a similar magnitude undertaken in the last two years
- Certified copies of tax compliance certificate, VAT and PIN certificate
- Availability of appropriate and relevant skills among staff
- Proof of legal existence

There will be a pre tender conference scheduled for 10th - 11th September, 2015 from 9.00a.m. in the Boardroom B (LVSWSB) followed by a visit to the sites.

Tender documents may be obtained by interested candidates upon payment of non-refundable fee of Ksh. 1,000 (Kenya shillings: One thousand only). Bidders will be required to deposit cash to our KCB Kisumu account no. 1104034395 and present the cash deposit in slip in our accounts office. The bidding documents will be collected from the procurement office situated in the address below upon production of a purchase receipt. Bidders may also download the bidding document from the Kenya Government IFMIS Portal- <http://supplier.treasury.go.ke/site/tenders.go/index.php> as well as in the website of LVSWSB: www.lvswaterboard.go.ke free of charge. Upon downloading, bidders are required to immediately send/email their names and contact details (including physical address) to the Procurement Manager – procurement@lvswaterboard.go.ke and copy to procurement2@lvswaterboard.go.ke and info@lvswaterboard.go.ke for issue of any clarifications/ addenda.

Completed Bid documents in plain sealed envelope clearly marked with the "Tender No. and tender description" as more particularly described in the tender document should be address to:

**The Chief Executive Officer,
Lake Victoria South Water services Board
Lavictors House, off Ring Road Milimani, Kisumu
P.O Box 3325 -40100
Kisumu, Kenya**

And deposited in the tender box situated on the 1st floor of Lavictors House so as to be received not later than 22nd September, 2015 at 10.00 am local time. Tenders will be opened within 30 minutes after closing time in the Board room B, Lavictors house, off ring road Milimani, Kisumu and tenderers or their representatives who wish to witness the opening are welcome to do so.

Late tenders will not be accepted.

CHIEF EXECUTIVE OFFICER

Lake Victoria South water Services Board is I.S.O. 9001:2008 certified